



Amendment No. 9  
to  
Agreement No. 9100 NG150000017  
for  
Social Services  
between  
**CENTRAL TEXAS FOOD BANK, INC.**  
and the  
**CITY OF AUSTIN**  
(Food Distribution & SSO)

- 1.0** The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0** The total amount for this Amendment to the Agreement is **Three Hundred Fifty Seven Thousand Eight Hundred Forty Three dollars (\$357,843)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015–Sept. 30, 2018)	n/a	\$ 681,141
Amendment No.1: Add funds to Agreement	\$ 42,720	\$ 723,861
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 15,280	\$ 739,141
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 43,626	\$ 782,767
Amendment No.4: Change to Legal Name	\$0	\$ 782,767
Amendment No.5: Add funds to Agreement and modify Exhibits	\$ 88,246	\$ 871,013
Amendment No. 6: Add funds to Agreement and modify Exhibits	\$ 7,313	\$ 878,326
Amendment No. 7: Administrative Amendment to add funds to Agreement	\$ 2,500	\$ 880,826
Amendment No. 8: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 299,843	\$1,180,669
Amendment No. 9: Exercise Extension Option #2 (Oct. 1, 2019 – Sept. 30, 2020) and Add One-Time funds to Agreement	\$ 357,843	\$ 1,538,512

3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.1 -- Program Work Statement is deleted in its entirety and replaced with a new Exhibit A.1 -- Program Work Statement. [Revised 5/2/2019]

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new Exhibit A.2 -- Program Performance Measures. [Revised 4/29/2019]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new Exhibit B.1 -- Program Budget and Narrative. [Revised 4/8/2019]

3.0 The following Terms and Conditions have been MODIFIED:

4.1.2.3 For the Program Period of 10/1/2018 through 9/30/2020, the payment from the City to the Grantee shall not exceed \$357,843 (Three Hundred Fifty Seven Thousand Eight Hundred Forty Three dollars).

4.0 MBE/WBE goals were not established for this Agreement

5.0 Based on the criteria In the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

6.0 By signing this Amendment, the Grantee certifies that the Grantee and His principals are not currently suspended or debarred from doing business with the Federal Government, as Indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

7.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby Incorporated Into and made a part of the above-referenced Agreement.

**GRANTEE**

Signature: \_\_\_\_\_




CENTRAL TEXAS FOOD BANK, INC.  
Derrick Chubbs, Executive Director  
6500 Metropolis Drive  
Austin, TX 78744

Date: 5/20/19

**CITY OF AUSTIN**

Signature: \_\_\_\_\_



City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date: 05/30/19

## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*9/30/2020

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### ***Program Goals And Objectives***

The primary strategy of the Food Distribution program is to relieve hunger for low-income and food insecure people living in Travis County and the City of Austin through distribution of groceries to low-income households through Partner Agencies.

### ***Program Clients Served***

Clients will be served through the Partner Agencies that receive food from Central Texas Food Bank (CTFB) for distribution. Most food pantries receive food from the United States Department of Agriculture (USDA). USDA requires that client incomes be at or below 185% FPL or have a crisis food need, in which case they are served one time without meeting normal eligibility requirements. Clients will provide the agency with self-declarations of identity, address and income upon intake. Clients sign intake forms, certifying the information they have provided is true. At food pantries distributing CTFB food, clients will have household incomes at or below 200% of the federal poverty level (FPL), and reside within the zip code of the agency serving them in order to receive food assistance. Partner Agencies (PAs) determine zip code restrictions based on the intake form. One-time exceptions will be made for first-time clients that do not reside within the agency's geographic restriction. These clients will receive food on that visit, along with a referral to another agency closer to their residence. These clients will not be served if they visit the same agency again.

Client intake information is recertified annually. Most agencies use a web-based intake system that automatically notifies the agency when the client needs to be recertified for eligibility. Other agencies that do not use a web-based system will typically have all clients fill out a new intake form starting every July as this is when the updated guidelines come out annually per USDA, although some will recertify every January. Client files are maintained for three years.

When the City of Austin monitors the Food Distribution program, it will request intake forms of all new or recertified clients seen in a given time period to determine that the self-declarations of identity, income and address are signed. The food pantry PAs eligible for review are the approximate 45 who primarily serve clientele of Austin and/or Travis County. Only clients whose residence falls within the Austin/Travis County area will be reviewed.

CTFB will also provide food to agencies offering congregate meal service to their clients. These agencies serve prepared meals through soup kitchens, shelters, senior centers, and youth programs. There is no intake process for congregate meals programs at soup kitchens and shelters. Clients arrive at meal time, and total meal counts are tallied and reported to CTFB. City of Austin eligibility requirements are waived for all congregate meal services.

Central Texas Food Bank annually monitors its partner agencies to determine compliance.

CTFB will also provide food to families through the development of 3 (minimum) School-Based Mobile Pantries. CTFB will select the school sites in partnership with the City of Austin/Austin Public Health Department as well as the Austin Independent School District (AISD). Mobile Pantries will serve families that attend the selected school sites as well as families from the surrounding community (dependent on AISD approval).

### ***Program Services And Delivery***

Within Travis County, CTFB provides food to 140 Partner Agencies. These agencies include emergency food pantries, soup kitchens, shelters, senior centers, low-income daycare facilities, youth programs, and many other groups.

Food is provided to these agencies for distribution to their clients. Agencies pay a shared maintenance fee ranging from \$0.10 to \$0.16 per every pound of food received, excluding fresh produce. The handling fee helps offset a portion of CTFB's cost to procure and distribute food, and prevents agencies from ordering more food than they can distribute to clients, reducing wasted inventory. Agencies view CTFB's available inventory and place orders online for scheduled pick up or delivery. Agencies within 30 miles of CTFB will come to CTFB's headquarters to pick up food orders and bring them back to their agency. Agencies farther away will have food delivered to their community via CTFB's refrigerated trucks.

At a typical food pantry distribution, clients will line up on regularly scheduled days to receive food assistance from their local agency. After signing in and providing the necessary eligibility documentation, clients will then be given groceries to help offset shortfalls in their existing food resources. The specific nature of food received will vary depending on available resources, and the food storage capacity of their local agency. The amount of food received by each household can also vary based on the agency's capacity and the number of people in line.

*Created 4/24/2015 11:45:00 AM**Last Modified, If Applicable 4/29/2019 2:47:00 PM*

## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2020

All CTFB Partner Agencies are required to maintain a Partner Agency Agreement with CTFB ensuring they are in compliance with all CTFB policies regarding client civil rights, food safety, and compliance with federal regulations for donated goods.

School based mobile pantries will provide clients with a variety of fresh produce, shelf-stable groceries, bread and frozen protein as available. CTFB staff will facilitate the distributions on-site with CTFB staff and volunteers recruited by CTFB and the selected school sites.

### ***System for Collecting and Reporting Program Data***

CTFB utilizes inventory tracking software written specifically for food banks, Navision Ceres, to maintain detailed records of food sources and distribution, including: the source of all donations, the type of food donated (i.e. dairy, bakery, canned goods, etc.), and the weight of each donation. The data gathered on food distributed through Partner Agencies includes: the agency name, a description of food received, and the weight of food received.

Partner Agencies record the total number of clients served at each distribution as documented by client intake forms and sign in sheets, and report this total to CTFB monthly. Monthly totals for each Partner Agency are aggregated and maintained in an Excel spreadsheet by CTFB staff.

For the Food Distribution Expansion program, CTFB is exempt from submitting Quarterly Zip Code and Demographics (QZD) reports. Along with each payment request, CTFB will submit documentation for the requested period which includes the following aggregated data per school mobile pantry site: Number of households served, number of clients served, zip codes served, and whether the household has a student who attends that particular school.

### ***Performance Evaluation***

CTFB assesses its services on an ongoing basis. Key metrics for evaluation include the number of clients served compared to the assessed need within the community, growth in pounds of food received and distributed, operational efficiency and reduction of food waste, nutritional quality of food distributed, and targeted services that address gaps in the existing emergency food service network.

Quantitative and qualitative goals are set by each CTFB department annually, and reported to executive staff members monthly (at minimum). CTFB's board of directors meets quarterly to review key performance indicators, and intervene as necessary.

As a member of Feeding America, CTFB receives detailed analysis of its own programs and client base, as well as those of other food banks throughout the state and country. CTFB must also undergo compliance audits every two years at minimum in order to ensure programs and operations meet Feeding America standards.

### ***Quality Improvement***

CTFB conducts close monitoring, and receives regular feedback from its Partner Agencies. CTFB verifies Partner Agencies are properly screening clients for eligibility, and maintaining necessary records through annual monitoring visits. These visits verify client intake forms are kept on site for a minimum of three years, that agencies understand and use the most up-to-date TEFAP income eligibility information, monthly reports are accurate, and safe food handling practices are followed.

CTFB collects ongoing feedback from Partner Agencies through individual interactions, regional meetings, and an annual Partner Agency conference. Management reviews this data and suggestions are considered, evaluated, often implemented. Demand for services is also closely monitored to assess client needs throughout CTFB's service area, and agencies report on any local challenges they may face on an ongoing basis.

### ***Service Coordination with Other Agencies***

CTFB works with several other agencies to connect with potential clients, or to direct low-income individuals to CTFB's services. The United Way of Greater Austin's 2-1-1 service provides client referrals to CTFB Partner Agencies or direct services. Service organizations host food drives and provide thousands of volunteer hours sorting and ensuring the quality of donated food in CTFB's warehouse. If CTFB SSO staff determine a client is likely eligible for additional benefits for which they cannot provide direct application assistance (e.g. WIC), they will refer the client to another agency where help can be

*Created 4/24/2015 11:45:00 AM*

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## ***Program Work Statement***

***Contract Start Date***      9/1/2015      ***Contract End Date***      9/30/2020

provided. CTFB works with community agencies to provide client referrals for benefit application assistance, or host Social Service Outreach Coordinators on site where they serve clients to provide in-person outreach information and applications assistance.

CTFB staff members conduct benefit outreach and application assistance through a variety of community partners including CTFB Partner Agencies, Foundation Communities, Front Steps, Trinity Center, RBJ Center, Refugee Services of Texas, and Meals on Wheels and More.

### ***Service Collaboration with Other Agencies***

No formal collaborations exist within this program.

### ***Community Planning Activities***

The Central Texas Food Bank is one of more than 200 food banks in the United States that are members of the Feeding America network. It is also a member of the Feeding Texas (formerly the Texas Food Bank Network). Feeding Texas is composed of 20 Texas food banks that are members of Feeding America. These affiliations provide statewide and national resources, best-practices, and coordination of hunger relief efforts.

## Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2020

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### Program Goals And Objectives

The primary strategy of the Social Service Outreach (SSO) program is to relieve hunger for low-income and food insecure people living in Travis County and the City of Austin through enrollment assistance for public benefits, e.g. Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and Children's Health Insurance Program (CHIP), which provide additional resources that relieve strained household budgets.

### Program Clients Served

City of Austin program eligibility guidelines are waived. Central Texas Food Bank (CTFB) has executed a "Memorandum of Understanding between Feeding Texas and CTFB (the Community Partner Interviewer), for the Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Medicaid and CHIP. The guidelines provided by the Health and Human Services Commission (HHSC) of Texas for administration of the program state: "only HHSC can determine eligibility for HHSC-administered programs. CPI [Community Partner Interviewers] staff do not determine eligibility; applicants may apply for any program they wish even if it appears they are not eligible" (pg. 31 of 63 in the Welcome to Self Service Portal Training for Community Partner Interviewer Demonstration Project Team Members). Therefore, CTFB is required to serve any client that requests services.

When City of Austin monitors come on-site, they will sign Confidentiality Agreements to review client personal identifiable information. CTFB will provide monitors with the program's "Quality Assurance Form – Level III", "the form", which includes the following:

Identification: a checkbox confirming proof of identification

Residency: Address listed on the form and a checkbox confirming proof of residency

Income: A checkbox confirming proof of income

Proof of services provided: Unique case number and submission identification number listed on the form

### Release of Information (ROI)

CTFB requests that clients sign and date an ROI prior to receiving support services. This procedure is a best practice but not a requirement of the State, given that the form is not required to apply for benefits. CTFB maintains an ROI on-file for 7 years from the expiration date of the ROI.

### Program Services And Delivery

CTFB conducts outreach to provide information on SNAP and other benefits, and one-on-one application assistance for eligible clients. At food distributions, and other community gathering points, SNAP outreach staff set up tables in a private space equipped with informational brochures, a computer with internet access, and a scanner. Outreach staff members are also available by appointment at CTFB's headquarters, meet with walk-in clients, and provide application assistance by phone. In addition to SNAP screening and application assistance, clients are also screened for Children's Medicaid, CHIP, TANF, and Women's Health Program eligibility and provided application assistance.

### System for Collecting and Reporting Program Data

CTFB records the total number of submitted applications monthly by individual Social Service Outreach Coordinators and by county of residences for SNAP, Children's Medicaid, TANF, CHIP, and the Women's Health Program in an Excel spreadsheet maintained by CTFB's Social Services Outreach Supervisor.

The Texas Health and Human Services Commission provides CTFB with limited information regarding the outcome of benefit applications submitted on behalf of clients. This includes the number of applications submitted on behalf of clients via the THHSC online portal, the number of approved applications, and the number of denied applications by benefit type. CTFB does not receive information on the status of individual client cases.

### Performance Evaluation

•Performance evaluation:

CTFB assesses its services on an ongoing basis. Key metrics for evaluation includes the number of clients served compared to the assessed need within the community, growth in pounds of food received and distributed, operational efficiency and reduction of food waste, nutritional quality of food distributed, and targeted services that address gaps in the existing

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## ***Program Work Statement***

***Contract Start Date*** 9/1/2015 ***Contract End Date*** 9/30/2020

emergency food service network.

Quantitative and qualitative goals are set by each CTFB department annually and reported to executive staff members monthly (at minimum). CTFB's board of directors meets quarterly to review key performance indicators and intervene as necessary.

As a member of Feeding America, CTFB receives detailed analysis of its own programs and client base, as well as those of other food banks throughout the state and country. CTFB must also undergo compliance audits every two years at minimum to ensure programs and operations meet Feeding America standards.

### ***Quality Improvement***

CTFB conducts close monitoring and receives regular feedback from its Partner Agencies. CTFB verifies Partner Agencies are properly screening clients for eligibility and maintaining necessary records through annual monitoring visits. These visits verify client intake forms are kept on site for a minimum of three years, that agencies understand and use the most up-to-date TEFAP income eligibility information, monthly reports are accurate, and safe food handling practices are followed.

Partner Agencies are surveyed annually to assess program satisfaction and determine how service can be improved. Management reviews this data and suggestions are considered, evaluated, often implemented. Demand for services is also closely monitored to assess client needs throughout CTFB's service area, and agencies report on any local challenges they may face on an ongoing basis.

### ***Service Coordination with Other Agencies***

CTFB works with several other agencies to connect with potential clients, or to direct low-income individuals to CTFB's services. The United Way of Greater Austin's 2-1-1 service provides client referrals to CTFB Partner Agencies or direct services. Service organizations host food drives and provide thousands of volunteer hours sorting and ensuring the quality of donated food in CTFB's warehouse. If CTFB SSO staff determine a client is likely eligible for additional benefits for which they cannot provide direct application assistance (e.g. WIC), they will refer the client to another agency where help can be provided. CTFB works with community agencies to provide client referrals for benefit application assistance or host Social Service Outreach Coordinators on site where they serve clients to provide in-person outreach information and applications assistance.

CTFB staff members conduct benefit outreach and application assistance through a variety of community partners including CTFB Partner Agencies, Foundation Communities, Front Steps, Trinity Center, RBJ Center, Refugee Services of Texas, and Meals on Wheels of Central Texas.

### ***Service Collaboration with Other Agencies***

No formal collaborations exist within this program.

### ***Community Planning Activities***

The Central Texas Food Bank is one of more than 200 food banks in the United States that are members of the Feeding America network. It is also a member of the Feeding Texas (formerly the Texas Food Bank Network). Feeding Texas is composed of 20 Texas food banks that are members of Feeding America. These affiliations provide statewide and national resources, best-practices, and coordination of hunger relief efforts.

## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*9/30/2020

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### ***Program Goals And Objectives***

The primary strategy of the Food Distribution program is to relieve hunger for low-income and food insecure people living in Travis County and the City of Austin through distribution of groceries to low-income households through Partner Agencies.

### ***Program Clients Served***

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CTFB will also provide food to families through the development of 3 (minimum) School-Based Mobile Pantries. CTFB will select the school sites in partnership with the City of Austin/Austin Public Health Department as well as the Austin Independent School District (AISD). Mobile Pantries will serve families that attend the selected school sites as well as families from the surrounding community (dependent on AISD approval).

### ***Program Services And Delivery***

Within Travis County, CTFB provides food to 140 Partner Agencies. These agencies include emergency food pantries, soup kitchens, shelters, senior centers, low-income daycare facilities, youth programs, and many other groups.

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At a typical food pantry distribution, clients will line up on regularly scheduled days to receive food assistance from their local agency. After signing in and providing the necessary eligibility documentation, clients will then be given groceries to help offset shortfalls in their existing food resources. The specific nature of food received will vary depending on available resources, and the food storage capacity of their local agency. The amount of food received by each household can also vary based on the agency's capacity and the number of people in line.

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## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2020

All CTFB Partner Agencies are required to maintain a Partner Agency Agreement with CTFB ensuring they are in compliance with all CTFB policies regarding client civil rights, food safety, and compliance with federal regulations for donated goods.

School based mobile pantries will provide clients with a variety of fresh produce, shelf-stable groceries, bread and frozen protein as available. CTFB staff will facilitate the distributions on-site with CTFB staff and volunteers recruited by CTFB and the selected school sites.

### ***System for Collecting and Reporting Program Data***

CTFB utilizes inventory tracking software written specifically for food banks, Navision Ceres, to maintain detailed records of food sources and distribution, including: the source of all donations, the type of food donated (i.e. dairy, bakery, canned goods, etc.), and the weight of each donation. The data gathered on food distributed through Partner Agencies includes: the agency name, a description of food received, and the weight of food received.

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### ***Performance Evaluation***

CTFB assesses its services on an ongoing basis. Key metrics for evaluation include the number of clients served compared to the assessed need within the community, growth in pounds of food received and distributed, operational efficiency and reduction of food waste, nutritional quality of food distributed, and targeted services that address gaps in the existing emergency food service network.

Quantitative and qualitative goals are set by each CTFB department annually, and reported to executive staff members monthly (at minimum). CTFB's board of directors meets quarterly to review key performance indicators, and intervene as necessary.

As a member of Feeding America, CTFB receives detailed analysis of its own programs and client base, as well as those of other food banks throughout the state and country. CTFB must also undergo compliance audits every two years at minimum in order to ensure programs and operations meet Feeding America standards.

### ***Quality Improvement***

CTFB conducts close monitoring, and receives regular feedback from its Partner Agencies. CTFB verifies Partner Agencies are properly screening clients for eligibility, and maintaining necessary records through annual monitoring visits. These visits verify client intake forms are kept on site for a minimum of three years, that agencies understand and use the most up-to-date TEFAP income eligibility information, monthly reports are accurate, and safe food handling practices are followed.

CTFB collects ongoing feedback from Partner Agencies through individual interactions, regional meetings, and an annual Partner Agency conference. Management reviews this data and suggestions are considered, evaluated, often implemented. Demand for services is also closely monitored to assess client needs throughout CTFB's service area, and agencies report on any local challenges they may face on an ongoing basis.

### ***Service Coordination with Other Agencies***

CTFB works with several other agencies to connect with potential clients, or to direct low-income individuals to CTFB's services. The United Way of Greater Austin's 2-1-1 service provides client referrals to CTFB Partner Agencies or direct services. Service organizations host food drives and provide thousands of volunteer hours sorting and ensuring the quality of donated food in CTFB's warehouse. If CTFB SSO staff determine a client is likely eligible for additional benefits for which they cannot provide direct application assistance (e.g. WIC), they will refer the client to another agency where help can be

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## ***Program Work Statement***

***Contract Start Date***      9/1/2015      ***Contract End Date***      9/30/2020

provided. CTFB works with community agencies to provide client referrals for benefit application assistance, or host Social Service Outreach Coordinators on site where they serve clients to provide in-person outreach information and applications assistance.

CTFB staff members conduct benefit outreach and application assistance through a variety of community partners including CTFB Partner Agencies, Foundation Communities, Front Steps, Trinity Center, RBJ Center, Refugee Services of Texas, and Meals on Wheels and More.

### ***Service Collaboration with Other Agencies***

No formal collaborations exist within this program.

### ***Community Planning Activities***

The Central Texas Food Bank is one of more than 200 food banks in the United States that are members of the Feeding America network. It is also a member of the Feeding Texas (formerly the Texas Food Bank Network). Feeding Texas is composed of 20 Texas food banks that are members of Feeding America. These affiliations provide statewide and national resources, best-practices, and coordination of hunger relief efforts.

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2020**Period Performance Start**  
10/1/2019**Period Performance End**  
9/30/2020**Outputs**

<b>OP #</b>	<b>Output Measure Description</b>	<b>Period Goal</b>		
		<b>City</b>	<b>Other</b>	<b>Total</b>
1	Total Number of Unduplicated Clients Served	5044	254956	260000
2	Number of pounds of food distributed in Travis County	7400000		7400000

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2020**Period Performance Start**  
10/1/2019**Period Performance End**  
9/30/2020**Outcomes****OC Outcome Measure**  
**Item Description****Total**  
**Program**  
**Goal**

Outcome(s) do not apply to this program.

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2020**Period Performance Start**  
10/1/2019**Period Performance End**  
9/30/2020**Outputs**

<b>OP #</b>	<b>Output Measure Description</b>	<b>Period Goal</b>		
		<b>City</b>	<b>Other</b>	<b>Total</b>
1	Total Number of Unduplicated Clients Served	422	1798	2220

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2020**Period Performance Start**  
10/1/2019**Period Performance End**  
9/30/2020**Outcomes**

<b>OC Item</b>	<b>Outcome Measure Description</b>	<b>Total Program Goal</b>
1 Num	Number of individuals obtaining or maintaining public benefits	1330
1 Den	Number of individuals in program	2220
1 Rate	Percent of individuals who obtain or maintain public benefits	59.91

**Program Performance Measures**

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	4/1/2019	10/1/2019		9/1/2015
<i>End Date</i>	9/30/2019	9/30/2020		9/30/2020

**Outputs**

	<i>Period</i>			<i>Contract Term **</i>
	<i>1</i>	<i>2*</i>	<i>3*</i>	
<i>ID Output Measure Description</i>				
1 Number of School Pantry Mobile sites served	3	3		3

**Outcomes**

	<i>Period</i>			<i>Contract Term **</i>
	<i>1</i>	<i>2*</i>	<i>3*</i>	
<i>ID Outcome Measure Description</i>				

This program does not report outcome(s).

\* Goal Served May Include Carry-Over From Previous Period

\*\* Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be  $\leq$  Sum of Periods)

Created: 4/8/2019 9:03:00 AM Last Modified, If Applicable: 4/8/2019 9:34:00 AM

**Program Budget and Narrative**

Program Start 10/1/2019

Program End 9/30/2020

	<i>City Share</i>	<i>Other</i>	<i>Total</i>
<i>Salary plus Benefits</i>	<b>\$210,047.00</b>	<b>\$4,787,768.00</b>	<b>\$4,997,815.00</b>
<i>General Operations Expenses</i>	\$30,076.00	\$6,627,871.00	\$6,657,947.00
<i>Program Subgrantees</i>	\$0.00	\$0.00	\$0.00
<i>Staff Travel</i>	\$0.00	\$79,769.00	\$79,769.00
<i>Conferences</i>	\$0.00	\$47,577.00	\$47,577.00
<i>Operations SubTotal</i>	<b>\$30,076.00</b>	<b>\$6,755,217.00</b>	<b>\$6,785,293.00</b>
<i>Food and Beverages for Clients</i>	\$0.00	\$0.00	\$0.00
<i>Financial Direct Assistance to Clients</i>	\$0.00	\$0.00	\$0.00
<i>Other Assistance</i>	Please Specify	Please Specify	Please Specify
<i>Other Assistance Amount</i>	\$0.00	\$0.00	\$0.00
<i>Direct Assistance SubTotal</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<i>Capital Outlay Amount</i>	<b>\$0.00</b>	<b>\$597,200.00</b>	<b>\$597,200.00</b>
<b>Total</b>	<b>\$240,123.00</b>	<b>\$12,140,185.00</b>	<b>\$12,380,308.00</b>

**Detailed Budget Narrative****Salaries plus Benefits**

Salaries, benefits and employment taxes for staff working on the program.

**General Op Expenses**

Purchase food for distribution to partner agencies and directly.

**Program Subgrantees****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**

**Program Budget and Narrative**

Program Start 10/1/2019  
 Program End 9/30/2020

	<b>City Share</b>	<b>Other</b>	<b>Total</b>
<b>Salary plus Benefits</b>	<b>\$59,720.00</b>	<b>\$237,462.00</b>	<b>\$297,182.00</b>
General Operations Expenses	\$0.00	\$15,290.00	\$15,290.00
Program Subgrantees	\$0.00	\$0.00	\$0.00
Staff Travel	\$0.00	\$2,616.00	\$2,616.00
Conferences	\$0.00	\$1,304.00	\$1,304.00
<b>Operations SubTotal</b>	<b>\$0.00</b>	<b>\$19,210.00</b>	<b>\$19,210.00</b>
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00
Financial Direct Assistance to Clients	\$0.00	\$0.00	\$0.00
Other Assistance	Please Specify	Please Specify	Please Specify
Other Assistance Amount	\$0.00	\$0.00	\$0.00
<b>Direct Assistance SubTotal</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Capital Outlay Amount</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total</b>	<b>\$59,720.00</b>	<b>\$256,672.00</b>	<b>\$316,392.00</b>

**Detailed Budget Narrative****Salaries plus Benefits**

Salary and Benefit reimbursement for staff positions essential to providing application and enrollment assistance for public benefits to City of Austin and Travis County residents

**General Op Expenses****Program Subgrantees****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**

**Program Budget and Narrative**

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2020</i>
Period Start Date	4/1/2019	10/1/2019			
Period End Date	9/30/2019	9/30/2020			<b>Total</b>
Salary plus Benefits	\$1,000.00	\$800.00	\$0.00		<b>\$1,800.00</b>
General Operations Expenses	\$17,000.00	\$39,200.00	\$0.00		\$56,200.00
Program Subgrantees	\$0.00	\$0.00	\$0.00		\$0.00
Staff Travel	\$0.00	\$0.00	\$0.00		\$0.00
Conferences	\$0.00	\$0.00	\$0.00		\$0.00
Operations SubTotal	\$17,000.00	\$39,200.00	\$0.00		<b>\$56,200.00</b>
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00		\$0.00
Financial Direct Assistance to Clients	\$0.00	\$0.00	\$0.00		\$0.00
Other Assistance Amount	\$0.00	\$0.00	\$0.00		\$0.00
Direct Assistance SubTotal	\$0.00	\$0.00	\$0.00		<b>\$0.00</b>
Capital Outlay Amount	\$0.00	\$0.00	\$0.00		<b>\$0.00</b>
<b>Total</b>	<b>\$18,000.00</b>	<b>\$40,000.00</b>	<b>\$0.00</b>		<b>\$58,000.00</b>
Total Period Percentage	31.03	68.97	0		

**Detailed Budget Narrative****Salaries plus Benefits**

Salaries, fringe and payroll taxes for staff working on the program

**General Op Expenses**

Vehicle fuel and maintenance, food purchase for distribution to mobile pantry sites

**Program Subgrantees****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**



Amendment No. 8  
to  
Agreement No. NG150000017  
for  
Social Services  
between  
**CENTRAL TEXAS FOOD BANK, INC.**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is ***Two Hundred Ninety Nine Thousand Eight Hundred Forty Three dollars (\$299,843)***. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015–Sept. 30, 2018)	n/a	\$ 681,141
Amendment No.1: Add funds to Agreement	\$ 42,720	\$ 723,861
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 15,280	\$ 739,141
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 43,626	\$ 782,767
Amendment No.4: Change to Legal Name	\$0	\$ 782,767
Amendment No.5: Add funds to Agreement and modify Exhibits	\$ 88,246	\$ 871,013
Amendment No. 6: Add funds to Agreement and modify Exhibits	\$ 7,313	\$ 878,326
Amendment No. 7: Administrative Amendment to add funds to Agreement	\$ 2,500	\$ 880,826
Amendment No. 8: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 299,843	\$1,180,669

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

**Exhibit A.1 – Program Work Statement** is deleted in its entirety and replaced with a new **Exhibit A.1 – Program Work Statement**. [Revised 8/15/2018]

**Exhibit A.2 -- Program Performance Measures** is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 8/29/2018]

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 7/30/2018]

**3.0 The following Terms and Conditions have been MODIFIED:**

4.1.2.3 For the Program Period of 10/1/2018 through 9/30/2019, the payment from the City to the Grantee shall not exceed \$299,843 (*Two Hundred Ninety Nine Thousand Eight Hundred Forty Three dollars*).

**4.0 MBE/WBE goals were not established for this Agreement**

**5.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.**


**6.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as Indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.**

**7.0 All other Agreement terms and conditions remain the same.**

BY THE SIGNATURES affixed below, this Amendment is hereby Incorporated Into and made a part of the above-referenced Agreement.

**GRANTEE**


Signature: \_\_\_\_\_

  
CENTRAL TEXAS FOOD BANK, INC.  
Derrick Chubbs, Executive Director  
6500 Metropolis Drive  
Austin, TX 78744

Date: 8/30/2018

**CITY OF AUSTIN**

Signature: \_\_\_\_\_

  
City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date: 10/18/18

## Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2019

### Program Goals And Objectives

The primary strategy of the Food Distribution program is to relieve hunger for low-income and food insecure people living in Travis County and the City of Austin through distribution of groceries to low-income households through Partner Agencies.

### Program Clients Served

Clients will be served through the Partner Agencies that receive food from CTFB for distribution. Most food pantries receive food from the United States Department of Agriculture (USDA). USDA requires that client incomes be at or below 185% FPL or have a crisis food need, in which case they are served one time without meeting normal eligibility requirements. Clients will provide the agency with self-declarations of identity, address and income upon intake. Clients sign intake forms, certifying the information they have provided is true. At food pantries distributing CTFB food, clients will have household incomes at or below 200% of the federal poverty level (FPL), and reside within the zip code of the agency serving them in order to receive food assistance. Partner Agencies (PAs) determine zip code restrictions based on the intake form. One-time exceptions will be made for first-time clients that do not reside within the agency's geographic restriction. These clients will receive food on that visit, along with a referral to another agency closer to their residence. These clients will not be served if they visit the same agency again.

Client intake information is recertified annually. Most agencies use a web-based intake system that automatically notifies the agency when the client needs to be recertified for eligibility. Other agencies that do not use a web-based system will typically have all clients fill out a new intake form starting every July as this is when the updated guidelines come out annually per USDA, although some will recertify every January. Client files are maintained for three years.

When the City of Austin monitors the Food Distribution program, it will request intake forms of all new or recertified clients seen in a given time period to determine that the self-declarations of identity, income and address are signed. The food pantry PAs eligible for review are the approximate 45 who primarily serve clientele of Austin and/or Travis County. Only clients whose residence falls within the Austin/Travis County area will be reviewed.

CTFB will also provide food to agencies offering congregate meal service to their clients. These agencies serve prepared meals through soup kitchens, shelters, senior centers, and youth programs. There is no intake process for congregate meals programs at soup kitchens and shelters. Clients arrive at meal time, and total meal counts are tallied and reported to CTFB. City of Austin eligibility requirements are waived for all congregate meal services.

Central Texas Food Bank annually monitors its partner agencies to determine compliance.

### Program Services And Delivery

Within Travis County, CTFB provides food to 140 Partner Agencies. These agencies include emergency food pantries, soup kitchens, shelters, senior centers, low-income daycare facilities, youth programs, and many other groups.

Food is provided to these agencies for distribution to their clients. Agencies pay a shared maintenance fee ranging from \$0.10 to \$0.16 per every pound of food received, excluding fresh produce. The handling fee helps offset a portion of CTFB's cost to procure and distribute food, and prevents agencies from ordering more food than they can distribute to clients, reducing wasted inventory. Agencies view CTFB's available inventory and place orders online for scheduled pick up or delivery. Agencies within 30 miles of CTFB will come to CTFB's headquarters to pick up food orders and bring them back to their agency. Agencies farther away will have food delivered to their community via CTFB's refrigerated trucks.

At a typical food pantry distribution, clients will line up on regularly scheduled days to receive food assistance from their local agency. After signing in and providing the necessary eligibility documentation, clients will then be given groceries to help offset shortfalls in their existing food resources. The specific nature of food received will vary depending on available resources, and the food storage capacity of their local agency. The amount of food received by each household can also vary based on the agency's capacity and the number of people in line.

All CTFB Partner Agencies are required to maintain a Partner Agency Agreement with CTFB ensuring they are in compliance with all CTFB policies regarding client civil rights, food safety, and compliance with federal regulations for donated goods.

### System for Collecting and Reporting Program Data

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Last Modified, If Applicable 7/19/2018 5:35:00 PM

## ***Program Work Statement***

***Contract Start Date*** 9/1/2015 ***Contract End Date*** 9/30/2019

CTFB utilizes inventory tracking software written specifically for food banks, Navision Ceres, to maintain detailed records of food sources and distribution, including: the source of all donations, the type of food donated (i.e. dairy, bakery, canned goods, etc.), and the weight of each donation. The data gathered on food distributed through Partner Agencies includes: the agency name, a description of food received, and the weight of food received.

Partner Agencies record the total number of clients served at each distribution as documented by client intake forms and sign in sheets, and report this total to CTFB monthly. Monthly totals for each Partner Agency are aggregated and maintained in an Excel spreadsheet by CTFB staff.

### ***Performance Evaluation***

CTFB assesses its services on an ongoing basis. Key metrics for evaluation include the number of clients served compared to the assessed need within the community, growth in pounds of food received and distributed, operational efficiency and reduction of food waste, nutritional quality of food distributed, and targeted services that address gaps in the existing emergency food service network.

Quantitative and qualitative goals are set by each CTFB department annually, and reported to executive staff members monthly (at minimum). CTFB's board of directors meets quarterly to review key performance indicators, and intervene as necessary.

As a member of Feeding America, CTFB receives detailed analysis of its own programs and client base, as well as those of other food banks throughout the state and country. CTFB must also undergo compliance audits every two years at minimum in order to ensure programs and operations meet Feeding America standards.

### ***Quality Improvement***

CTFB conducts close monitoring, and receives regular feedback from its Partner Agencies. CTFB verifies Partner Agencies are properly screening clients for eligibility, and maintaining necessary records through annual monitoring visits. These visits verify client intake forms are kept on site for a minimum of three years, that agencies understand and use the most up-to-date TEFAP income eligibility information, monthly reports are accurate, and safe food handling practices are followed.

CTFB collects ongoing feedback from Partner Agencies through individual interactions, regional meetings, and an annual Partner Agency conference. Management reviews this data and suggestions are considered, evaluated, often implemented. Demand for services is also closely monitored to assess client needs throughout CTFB's service area, and agencies report on any local challenges they may face on an ongoing basis.

### ***Service Coordination with Other Agencies***

CTFB works with several other agencies to connect with potential clients, or to direct low-income individuals to CTFB's services. The United Way of Greater Austin's 2-1-1 service provides client referrals to CTFB Partner Agencies or direct services. Service organizations host food drives and provide thousands of volunteer hours sorting and ensuring the quality of donated food in CTFB's warehouse. If CTFB SSO staff determine a client is likely eligible for additional benefits for which they cannot provide direct application assistance (e.g. WIC), they will refer the client to another agency where help can be provided. CTFB works with community agencies to provide client referrals for benefit application assistance, or host Social Service Outreach Coordinators on site where they serve clients to provide in-person outreach information and applications assistance.

CTFB staff members conduct benefit outreach and application assistance through a variety of community partners including CTFB Partner Agencies, Foundation Communities, Front Steps, Trinity Center, RBJ Center, Refugee Services of Texas, and Meals on Wheels and More.

### ***Service Collaboration with Other Agencies***

No formal collaborations exist within this program.

### ***Community Planning Activities***

The Central Texas Food Bank is one of more than 200 food banks in the United States that are members of the Feeding America network. It is also a member of the Feeding Texas (formerly the Texas Food Bank Network). Feeding Texas is

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Last Modified, If Applicable 7/19/2018 5:35:00 PM

***Program Work Statement***

***Contract Start Date***      9/1/2015      ***Contract End Date***      9/30/2019

composed of 20 Texas food banks that are members of Feeding America. These affiliations provide statewide and national resources, best-practices, and coordination of hunger relief efforts.

## Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2019

### Program Goals And Objectives

The primary strategy of the Social Service Outreach (SSO) program is to relieve hunger for low-income and food insecure people living in Travis County and the City of Austin through enrollment assistance for public benefits, e.g. Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and Children's Health Insurance Program (CHIP), which provide additional resources that relieve strained household budgets.

### Program Clients Served

City of Austin program eligibility guidelines are waived. Central Texas Food Bank (CTFB) has executed a "Memorandum of Understanding between Feeding Texas and CTFB (the Community Partner Interviewer), for the Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Medicaid and CHIP. The guidelines provided by the Health and Human Services Commission (HHSC) of Texas for administration of the program state: "only HHSC can determine eligibility for HHSC-administered programs. CPI [Community Partner Interviewers] staff do not determine eligibility; applicants may apply for any program they wish even if it appears they are not eligible" (pg. 31 of 63 in the Welcome to Self Service Portal Training for Community Partner Interviewer Demonstration Project Team Members). Therefore CTFB is required to serve any client that requests services.

Even though eligibility is waived for the above reasons, CTFB will collect the below information. This information will be kept by CTFB for a period of 120 days. From this information, HHSD will be able to review files for those clients who are residents of the City of Austin and/or Travis County and whose income is projected to fall below 200% FPL, and who have received services in the previous 120 days prior to the monitoring on-site.

#### Identification:

- Copy of ID as a requirement for application submission
- Signed application certifying client is who they claim to be on front page of application: Section B, includes the first client signature
- Signed Self-Declaration on page 20/Section W: "I certify under penalty of perjury that the information I have provided on this application is true and complete to the best of my knowledge. If it is not, I may be subject to criminal prosecution."

Sign Here to Show You Agree:

Client Signature and date

Sign here if you are applying for benefits. Or if you are the authorized representative.

Residency: Clients are required to be residents of Texas and CTFB works within 21 counties in the Central Texas region

- Copy of ID and/or other documentation as a requirement for application submission
- Signed application certifying their address is what they claim on the front page of application
- For online applications: Auto-population of County in on-line application when fill in address
- For paper applications: County verification will be manually confirmed for COA only

Income: CTFB communicates to clients eligibility for SNAP benefits requirements, and thus targets those at 185% FPL or below per HHSC guidelines; however there will be clients who wish to apply whose income falls above this threshold.

- Signed Self-Declaration on page 20/Section W
- Signed Self-Attestation of income (H1049), Client's Statement of Self-Employment Income.

The SSO representative gives page 1-2 of Form H1049 to each client with self-employment of income or if the client does not have accurate tax or business records available. The client completes all items on the form. The form must be signed and dated by the applicant, spouse, or authorized representative. If an SSO representative assists in completing the form, the representative provides his or her initials.

#### Release of Information (ROI)

CTFB requests that clients sign and date an ROI prior to receiving support services. This procedure is a best practice but not a requirement of the State, given that the form is not required in order to apply for benefits. CTFB maintains an ROI on-file for 7 years from the expiration date of the ROI.

### Program Services And Delivery

CTFB conducts outreach to provide information on SNAP and other benefits, and one-on-one application assistance for eligible clients. At food distributions, and other community gathering points, SNAP outreach staff set up tables in a private

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## Program Work Statement

**Contract Start Date** 9/1/2015 **Contract End Date** 9/30/2019

space equipped with informational brochures, a computer with internet access, and a scanner. Outreach staff members are also available by appointment at CTFB's headquarters, meet with walk-in clients, and provide application assistance by phone. In addition to SNAP screening and application assistance, clients are also screened for Children's Medicaid, CHIP, TANF, and Women's Health Program eligibility and provided application assistance.

### System for Collecting and Reporting Program Data

CTFB records the total number of submitted applications monthly by individual Social Service Outreach Coordinators and by county of residences for SNAP, Children's Medicaid, TANF, CHIP, and the Women's Health Program in an Excel spreadsheet maintained by CTFB's Social Services Outreach Supervisor.

The Texas Health and Human Services Commission provides CTFB with limited information regarding the outcome of benefit applications submitted on behalf of clients. This includes the number of applications submitted on behalf of clients via the THHSC online portal, the number of approved applications, and the number of denied applications by benefit type. CTFB does not receive information on the status of individual client cases.

### Performance Evaluation

#### •Performance evaluation:

CTFB assesses its services on an ongoing basis. Key metrics for evaluation include the number of clients served compared to the assessed need within the community, growth in pounds of food received and distributed, operational efficiency and reduction of food waste, nutritional quality of food distributed, and targeted services that address gaps in the existing emergency food service network.

Quantitative and qualitative goals are set by each CTFB department annually, and reported to executive staff members monthly (at minimum). CTFB's board of directors meets quarterly to review key performance indicators, and intervene as necessary.

As a member of Feeding America, CTFB receives detailed analysis of its own programs and client base, as well as those of other food banks throughout the state and country. CTFB must also undergo compliance audits every two years at minimum in order to ensure programs and operations meet Feeding America standards.

### Quality Improvement

CTFB conducts close monitoring, and receives regular feedback from its Partner Agencies. CTFB verifies Partner Agencies are properly screening clients for eligibility, and maintaining necessary records through annual monitoring visits. These visits verify client intake forms are kept on site for a minimum of three years, that agencies understand and use the most up-to-date TEFAP income eligibility information, monthly reports are accurate, and safe food handling practices are followed.

Partner Agencies are surveyed annually to assess program satisfaction and determine how service can be improved. Management reviews this data and suggestions are considered, evaluated, often implemented. Demand for services is also closely monitored to assess client needs throughout CTFB's service area, and agencies report on any local challenges they may face on an ongoing basis.

### Service Coordination with Other Agencies

CTFB works with several other agencies to connect with potential clients, or to direct low-income individuals to CTFB's services. The United Way of Greater Austin's 2-1-1 service provides client referrals to CTFB Partner Agencies or direct services. Service organizations host food drives and provide thousands of volunteer hours sorting and ensuring the quality of donated food in CTFB's warehouse. If CTFB SSO staff determine a client is likely eligible for additional benefits for which they cannot provide direct application assistance (e.g. WIC), they will refer the client to another agency where help can be provided. CTFB works with community agencies to provide client referrals for benefit application assistance, or host Social Service Outreach Coordinators on site where they serve clients to provide in-person outreach information and applications assistance.

CTFB staff members conduct benefit outreach and application assistance through a variety of community partners including CTFB Partner Agencies, Foundation Communities, Front Steps, Trinity Center, RBJ Center, Refugee Services of Texas, and Meals on Wheels of Central Texas.

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## ***Program Work Statement***

***Contract Start Date***      9/1/2015      ***Contract End Date***      9/30/2019

### ***Service Collaboration with Other Agencies***

No formal collaborations exist within this program.

### ***Community Planning Activities***

The Central Texas Food Bank is one of more than 200 food banks in the United States that are members of the Feeding America network. It is also a member of the Feeding Texas (formerly the Texas Food Bank Network). Feeding Texas is composed of 20 Texas food banks that are members of Feeding America. These affiliations provide statewide and national resources, best-practices, and coordination of hunger relief efforts.

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2019**Period Performance Start**  
10/1/2018**Period Performance End**  
9/30/2019**Outputs**

<b>OP #</b>	<b>Output Measure Description</b>	<b>Period Goal</b>		
		<b>City</b>	<b>Other</b>	<b>Total</b>
1	Total Number of Unduplicated Clients Served	5044	254956	260000
2	Number of pounds of food distributed in Travis County	7400000		7400000

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2019**Period Performance Start**  
10/1/2018**Period Performance End**  
9/30/2019**Outcomes****OC Outcome Measure**  
**Item Description****Total**  
**Program**  
**Goal**

Outcome(s) do not apply to this program.

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2019**Period Performance Start**  
10/1/2018**Period Performance End**  
9/30/2019**Outputs**

<b>OP #</b>	<b>Output Measure Description</b>	<b>Period Goal</b>		
		<b>City</b>	<b>Other</b>	<b>Total</b>
1	Total Number of Unduplicated Clients Served	363	1857	2220

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2019**Period Performance Start**  
10/1/2018**Period Performance End**  
9/30/2019**Outcomes**

<b>OC Item</b>	<b>Outcome Measure Description</b>	<b>Total Program Goal</b>
1 Num	Number of individuals obtaining or maintaining public benefits	500
1 Den	Number of individuals in program	2220
1 Rate	Percent of individuals who obtain or maintain public benefits	22.52

**Program Budget and Narrative**

Program Start 10/1/2018

Program End 9/30/2019

	<i>City Share</i>	<i>Other</i>	<i>Total</i>
<b>Salary plus Benefits</b>	<b>\$210,047.00</b>	<b>\$4,787,768.00</b>	<b>\$4,997,815.00</b>
General Operations Expenses	\$30,076.00	\$6,627,871.00	\$6,657,947.00
Program Subgrantees	\$0.00	\$0.00	\$0.00
Staff Travel	\$0.00	\$79,769.00	\$79,769.00
Conferences	\$0.00	\$47,577.00	\$47,577.00
<b>Operations SubTotal</b>	<b>\$30,076.00</b>	<b>\$6,755,217.00</b>	<b>\$6,785,293.00</b>
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00
Financial Direct Assistance to Clients	\$0.00	\$0.00	\$0.00
Other Assistance	Please Specify	Please Specify	Please Specify
Other Assistance Amount	\$0.00	\$0.00	\$0.00
<b>Direct Assistance SubTotal</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Capital Outlay Amount</b>	<b>\$0.00</b>	<b>\$597,200.00</b>	<b>\$597,200.00</b>
<b>Total</b>	<b>\$240,123.00</b>	<b>\$12,140,185.00</b>	<b>\$12,380,308.00</b>

**Detailed Budget Narrative****Salaries plus Benefits**

Salaries, benefits and employment taxes for staff working on the program.

**General Op Expenses**

Purchase food for distribution to partner agencies and directly.

**Program Subgrantees****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**

**Program Budget and Narrative**

Program Start 10/1/2018

Program End 9/30/2019

	<i>City Share</i>	<i>Other</i>	<i>Total</i>
<b>Salary plus Benefits</b>	<b>\$59,720.00</b>	<b>\$237,462.00</b>	<b>\$297,182.00</b>
General Operations Expenses	\$0.00	\$15,290.00	\$15,290.00
Program Subgrantees	\$0.00	\$0.00	\$0.00
Staff Travel	\$0.00	\$2,616.00	\$2,616.00
Conferences	\$0.00	\$1,304.00	\$1,304.00
<b>Operations SubTotal</b>	<b>\$0.00</b>	<b>\$19,210.00</b>	<b>\$19,210.00</b>
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00
Financial Direct Assistance to Clients	\$0.00	\$0.00	\$0.00
Other Assistance	Please Specify	Please Specify	Please Specify
Other Assistance Amount	\$0.00	\$0.00	\$0.00
<b>Direct Assistance SubTotal</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Capital Outlay Amount</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total</b>	<b>\$59,720.00</b>	<b>\$256,672.00</b>	<b>\$316,392.00</b>

**Detailed Budget Narrative****Salaries plus Benefits**

Salary and Benefit reimbursement for staff positions essential to providing application and enrollment assistance for public benefits to City of Austin and Travis County residents

**General Op Expenses****Program Subgrantees****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**



Amendment No. 7  
to  
Agreement No. NG150000017  
for  
Social Services  
between  
**CENTRAL TEXAS FOOD BANK, INC.**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **Two Thousand Five Hundred dollars (\$2,500)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015–Sept. 30, 2018)	n/a	\$681,141
Amendment No.1: Add funds to Agreement	\$42,720	\$723,861
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 15,280	\$ 739,141
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$43,626	\$782,767
Amendment No.4: Change to Legal Name	\$0	\$782,767
Amendment No.5: Add funds to Agreement and modify Exhibits	\$88,246	\$871,013
Amendment No. 6: Add funds to Agreement and modify Exhibits	\$ 7,313	\$878,326
Amendment No. 7: Administrative Amendment to add funds to Agreement	\$ 2,500	\$880,826

- 3.0 The following Terms and Conditions have been MODIFIED:

Section 4.1 **Agreement Amount.** The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this Agreement for the initial 37 month term shall not exceed the amount approved by City Council,

which is \$880,826 (*Eight Hundred Eighty Thousand Eight Hundred Twenty-Six dollars*), and \$299,843 (*Two Hundred Ninety Nine Thousand Eight Hundred Forty Three dollars*) per 12 month extension option, for a total Agreement amount of \$1,780,355. Continuation of the Agreement beyond the initial 37 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council.

4.1.2.3 For the Program Period of 10/1/2017 through 9/30/2018, the payment from the City to the Grantee shall not exceed \$299,843 (*Two Hundred Ninety Nine Thousand Eight Hundred Forty Three dollars*).

4.0 MBE/WBE goals were not established for this Agreement

5.0 Based on the criteria In the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

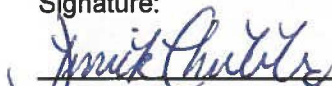
6.0 By signing this Amendment, the Grantee certifies that the Grantee and His principals are not currently suspended or debarred from doing business with the Federal Government, as Indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

7.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby Incorporated Into and made a part of the above-referenced Agreement.

**GRANTEE**

Signature:



CENTRAL TEXAS FOOD BANK, INC.  
Derrick Chubbs, Executive Director  
6500 Metropolis Drive  
Austin, TX 78744

Date:

5/22/18

**CITY OF AUSTIN**

Signature:



City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date:

05/22/18



Amendment No. 6  
to  
Agreement No. NG150000017  
for  
Social Services  
between  
**CENTRAL TEXAS FOOD BANK, INC.**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **Seven Thousand Three Hundred Thirteen dollars (\$7,313)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 681,141
Amendment No. 1: Add funds to Agreement	\$ 42,720	\$ 723,861
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 15,280	\$ 739,141
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 43,626	\$ 782,767
Amendment No. 4: Change to Legal Name	\$ 0	\$ 782,767
Amendment No. 5: Add funds to Agreement and modify Exhibits	\$ 88,246	\$ 871,013
Amendment No. 6: Add funds to Agreement and modify Exhibits	\$ 7,313	\$ 878,326

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 11/21/2017]

- 4.0 The following Terms and Conditions have been MODIFIED:

Section 4.1 **Agreement Amount**. The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this Agreement for the initial 37 month term shall not exceed the amount approved by City Council,

which is \$878,326 (*Eight Hundred Seventy Eight Thousand Three Hundred Twenty Six dollars*), and \$299,843 (*Two Hundred Ninety Nine Thousand Eight Hundred Forty Three dollars*) per 12 month extension option, for a total Agreement amount of \$ 1,777,855. Continuation of the Agreement beyond the initial 37 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council.

4.1.2.3 For the Program Period of 10/1/2017 through 9/30/2018, the payment from the City to the Grantee shall not exceed \$299,843 (*Two Hundred Ninety Nine Thousand Eight Hundred Forty Three dollars*).

5.0 MBE/WBE goals were not established for this Agreement.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

**GRANTEE**

Signature:



CENTRAL TEXAS FOOD BANK, INC.  
Derrick Chubbs, Executive Director  
6500 Metropolis Drive  
Austin, TX 78744

Date:

01/10/2018

**CITY OF AUSTIN**

Signature:



City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date:

02/15/18

**Program Budget and Narrative**

	<b>1</b>	<b>Period 2</b>	<b>3</b>	<b>Contract Start Contract End</b>	<b>9/1/2015 9/30/2018</b>
<i>Period Start Date</i>	<b>9/1/2015</b>	<b>10/1/2016</b>	<b>10/1/2017</b>		
<i>Period End Date</i>	<b>9/30/2016</b>	<b>9/30/2017</b>	<b>9/30/2018</b>	<b>Total</b>	
<b>Salary plus Benefits</b>	<b>\$210,047.00</b>	<b>\$210,047.00</b>	<b>\$210,047.00</b>	<b>\$630,141.00</b>	
<i>General Operations Expenses</i>	<b>\$15,280.00</b>	<b>\$23,669.00</b>	<b>\$30,076.00</b>	<b>\$69,025.00</b>	
<i>Program Subgrantees</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Staff Travel</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Conferences</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<b>Operations SubTotal</b>	<b>\$15,280.00</b>	<b>\$23,669.00</b>	<b>\$30,076.00</b>	<b>\$69,025.00</b>	
<i>Food and Beverages for Clients</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Financial Direct Assistance to Clients</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Other Assistance Amount</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<b>Direct Assistance SubTotal</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<b>Capital Outlay Amount</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<b>Total</b>	<b>\$225,327.00</b>	<b>\$233,716.00</b>	<b>\$240,123.00</b>	<b>\$699,166.00</b>	
<i>Total Period Percentage</i>	<b>32.23</b>	<b>33.43</b>	<b>34.34</b>		

**Detailed Budget Narrative****Salaries plus Benefits**

Salary and Benefit reimbursement for 32 staff positions essential to providing hunger relief to City of Austin and Travis County residents. Includes staff responsible for Logistics, Food Handling, Volunteer Supervision, and Agency Support.

**General Op Expenses**

Purchase food for distribution

**Program Subgrantees****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**

**Program Budget and Narrative**

	<b>1</b>	<b>Period 2</b>	<b>3</b>	<b>Contract Start Contract End</b>	<b>9/1/2015 9/30/2018</b>
<i>Period Start Date</i>	<b>9/1/2015</b>	<b>10/1/2016</b>	<b>10/1/2017</b>		
<i>Period End Date</i>	<b>9/30/2016</b>	<b>9/30/2017</b>	<b>9/30/2018</b>	<b>Total</b>	
<b>Salary plus Benefits</b>	<b>\$59,720.00</b>	<b>\$59,720.00</b>	<b>\$59,720.00</b>		<b>\$179,160.00</b>
<i>General Operations Expenses</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Program Subgrantees</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Staff Travel</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Conferences</i>	\$0.00	\$0.00	\$0.00		\$0.00
<b>Operations SubTotal</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Food and Beverages for Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Financial Direct Assistance to Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Other Assistance Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
<b>Direct Assistance SubTotal</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<b>Capital Outlay Amount</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<b>Total</b>	<b>\$59,720.00</b>	<b>\$59,720.00</b>	<b>\$59,720.00</b>		<b>\$179,160.00</b>
<i>Total Period Percentage</i>	33.33	33.33	33.33		

**Detailed Budget Narrative****Salaries plus Benefits**

Salary and Benefit reimbursement for staff positions essential to providing application and enrollment assistance for public benefits to City of Austin and Travis County residents

**General Op Expenses****Program Subgrantees****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**



Amendment No. 5  
to  
Contract No. NG150000017  
for  
Social Services  
between  
**CENTRAL TEXAS FOOD BANK, INC.**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is ***Eighty Eight Thousand Two Hundred Forty Six dollars (\$88,246)***. The total Agreement amount is recapped below:

Term	Contract Change Amount	Total Contract Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 681,141
Amendment No. 1: Add funds to Contract	\$ 42,720	\$ 723,861
Amendment No. 2: Add funds to Contract and modify Exhibits	\$ 15,280	\$ 739,141
Amendment No. 3: Add funds to Contract and modify Exhibits	\$ 43,626	\$ 782,767
Amendment No. 4: Change to Legal Name	\$ 0	\$ 782,767
Amendment No. 5: Add funds to Contract and modify Exhibits	\$ 88,246	\$ 871,013

- 3.0 The following changes have been made to the original contract EXHIBITS:

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 2/6/2017]

**Exhibit E – Business Associate Agreement** is added to the Agreement.

- 4.0 The following Terms and Conditions have been MODIFIED:

Section 1.2 **Responsibilities of the Grantee**. The Grantee shall provide all technical and professional expertise, knowledge, management, and other resources required for accomplishing all aspects of the tasks and associated activities identified in the Agreement Exhibits. The

Grantee shall assure that all Agreement provisions are met by any Subgrantee performing services for the Grantee.

Section 4.1 **Agreement Amount.** The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this Agreement for the initial 37 month term shall not exceed the amount approved by City Council, which is **\$871,013 (Eight Hundred Seventy One Thousand and Thirteen dollars)**, and **\$292,530 (Two Hundred Ninety Two Thousand Five Hundred Thirty dollars)** per 12 month extension option, for a total Agreement amount of \$1,748,603. Continuation of the Agreement beyond the initial 37 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council.

Section 4.1.1.2 Transfers between or among the approved budget categories in excess of 10% or more than \$50,000 will require the City Agreement Manager's approval, and must meet all of the conditions outlined in Section 4.1.1.1 (ii) and (iii) above.

- i. The Grantee must submit a Budget Revision Form to the City **prior** to the submission of the Grantee's first monthly billing to the City following the transfer.

Section 4.1.2 Payment to the Grantee shall be made in the following increments:

4.1.2.2 For the Program Period of 10/1/2016 through 9/30/2017, the payment from the City to the Grantee shall not exceed \$293,436 (*Two Hundred Ninety Three Thousand Four Hundred Thirty Six dollars*);

4.1.2.3 For the Program Period of 10/1/2017 through 9/30/2018, the payment from the City to the Grantee shall not exceed \$292,530 (*Two Hundred Ninety Two Thousand Five Hundred Thirty dollars*).

Section 4.3.1 All requests accepted and approved for payment by the City will be paid within 30 calendar days of the City's receipt of the deliverables or of the invoice, whichever is later. Requests for payment received without the information required in Section 4.2 cannot be processed, will be returned to the Grantee, and City will make no payment in connection with such request.

Section 4.4 **Non-Appropriation.** The awarding or continuation of this Agreement is dependent upon the availability of funding and authorization by Council. The City's payment obligations are payable only and solely from funds appropriated and available for this Agreement. The absence of appropriated or other lawfully available funds shall render the Agreement null and void to the extent funds are not appropriated or available and any deliverables delivered but unpaid shall be returned to the Grantee. The City shall provide the Grantee written notice of the failure of the City to make an adequate appropriation for any fiscal year to pay the amounts due under the Agreement, or the reduction of any appropriation to an amount insufficient to permit the City to pay its obligations under the Agreement. In the event of non- or inadequate appropriation of funds, there will be no penalty or removal fees charged to the City.

Section 4.7.1 The City agrees to pay Grantee for services rendered under this Agreement and to reimburse Grantee for actual, eligible expenses incurred and paid in accordance with all terms and conditions of this Agreement. The City shall not be liable to Grantee for any costs incurred by Grantee which are not reimbursable as set forth in Section 4.8.

Section 4.7.4 The City shall not be liable to Grantee for any costs which have been paid under other agreements or from other funds. In addition, the City shall not be liable for any costs incurred by Grantee which were: a) incurred prior to the effective date of this Agreement or outside the Agreement period as referenced in Sections 4.1.2 and 4.8.1., or b) not billed to the

City within 5 business days before the due date for the Grantee's annual Contract Progress Report or Contract Closeout Summary Report, whichever is applicable.

Section 4.7.6 Grantee shall deposit and maintain all funds received under this Agreement in either a separate numbered bank account or a general operating account, either of which shall be supported with the maintenance of a separate accounting with a specific chart which reflects specific revenues and expenditures for the monies received under this Agreement. The Grantee's accounting system must identify the specific expenditures, or portions of expenditures, against which funds under this Agreement are disbursed. Grantee must be able to produce an accounting system-generated report of exact expenses or portions of expenses charged to the City for any given time period.

Section 4.8.1 Reimbursement Only. Expenses and/or expenditures shall be considered reimbursable only if incurred during the current Program Period identified in Section 4.1.2, directly and specifically in the performance of this Agreement, and in conformance with the Agreement Exhibits. Grantee agrees that, unless otherwise specifically provided for in this Agreement, payment by the City under the terms of this Agreement is made on a reimbursement basis only; Grantee must have incurred and paid costs prior to those costs being invoiced and considered allowable under this Agreement and subject to payment by the City. Expenses incurred during the Program Period may be paid up to 30 days after the end of the Program Period and included in the Final Payment Request for the Program Period, which shall be due no later than 5 p.m. CST 5 business days before the due date for the Grantee's annual Contract Progress Report or Contract Closeout Summary Report, whichever is applicable.

Section 4.8.3 The City's prior written authorization is required in order for the following to be considered allowable costs. Inclusion in the budget within this Agreement constitutes "written authorization." The item shall be specifically identified in the budget. The City shall have the authority to make the final determination as to whether an expense is an allowable cost.

1. Alteration, construction, or relocation of facilities
2. Cash payments, including cash equivalent gift cards such as Visa, MasterCard and American Express
3. Equipment and other capital expenditures.
4. Interest, other than mortgage interest as part of a pre-approved budget under this Agreement
5. Organization costs (costs in connection with the establishment or reorganization of an organization)
6. Purchases of tangible, nonexpendable property, including fax machines, stereo systems, cameras, video recorder/players, microcomputers, software, printers, microscopes, oscilloscopes, centrifuges, balances and incubator, or any other item having a useful life of more than one year and an acquisition cost, including freight, of over \$5,000
7. Selling and marketing
8. Travel/training outside Travis County

Section 4.8.4 The following types of expenses are specifically **not allowable** with City funds under this Agreement. The City shall have the authority to make the final determination as to whether an expense is an allowable cost.

1. Alcoholic beverages
2. Bad debts
3. Compensation of trustees, directors, officers, or advisory board members, other than those acting in an executive capacity
4. Contingency provisions (funds). (Self-insurance reserves and pension funds are allowable.)

5. Defense and prosecution of criminal and civil proceedings, claims, appeals and patent infringement
6. Deferred costs
7. Depreciation
8. Donations and contributions including donated goods or space
9. Entertainment costs, other than expenses related to client incentives
10. Fines and penalties (including late fees)
11. Fundraising and development costs
12. Goods or services for officers' or employees' personal use
13. Housing and personal living expenses for organization's officers or employees
14. Idle facilities and idle capacity
15. Litigation-related expenses (including personnel costs) in action(s) naming the City as a Defendant
16. Lobbying or other expenses related to political activity
17. Losses on other agreements or casualty losses
18. Public relations costs, except reasonable, pre-approved advertising costs related directly to services provided under this Agreement
19. Taxes, other than payroll and other personnel-related levies
20. Travel outside of the United States of America

Section 4.9.5 Grantee shall provide the City with a copy of the completed Administrative and Fiscal Review (AFR) using the forms shown at <http://www.ckodm.com/austin/>, and required AFR Attachments, including a copy of the Grantee's completed Internal Revenue Service Form 990 or 990EZ (Return of Organization Exempt from Income Tax) if applicable, for each calendar year to be due in conjunction with submission of the Grantee's annual financial audit report or financial review report as outlined in Section 4.12.4. If Grantee filed a Form 990 or Form 990EZ extension request, Grantee shall provide the City with a copy of that application of extension of time to file (IRS Form 2758) within 30 days of filing said form(s), and a copy of the final IRS Form 990 document(s) immediately upon completion.

Section 4.10.1 Grantee shall maintain written policies and procedures approved by its governing body and shall make copies of all policies and procedures available to the City upon request. At a minimum, written policies shall exist in the following areas: Financial Management; Subcontracting and/or Procurement; Equal Employment Opportunity; Personnel and Personnel Grievance; Nepotism; Non-Discrimination of Clients; Client Grievance; Drug Free Workplace; the Americans with Disabilities Act; Conflict of Interest; Whistleblower; and Criminal Background Checks.

Section 4.11.2 The City expressly reserves the right to monitor client-level data related to services provided under this Agreement. If the Grantee asserts that client-level data is legally protected from disclosure to the City, a specific and valid legal reference to this assertion must be provided and is subject to acceptance by the City's Law Department.

Section 4.11.3 Grantee shall provide the City with copies of all evaluation or monitoring reports received from other funding sources during the Agreement Term upon request following the receipt of the final report.

Section 4.12.2 If Grantee is not subject to the Single Audit Act, and expends \$750,000 or more during the Grantee's fiscal year, then Grantee shall have a full financial audit performed in accordance with Generally Accepted Auditing Standards (GAAS). If less than \$750,000 is expended, then a financial review is acceptable, pursuant to the requirements of this Agreement.

Section 4.12.4 Grantee must submit 1 Board-approved, bound hard copy of a complete financial audit report or financial review report, to include the original auditor Opinion Letter/Independent

Auditor's Report within 270 calendar days of the end of Grantee's fiscal year, unless alternative arrangements are approved in writing by the City. The financial audit report or financial review report must include the Management Letter/Internal Controls Letter, if one was issued by the auditor. Grantee may not submit electronic copies of financial audit reports or financial review reports to the City. Financial audit reports or financial review reports must be provided in hard copy, and either mailed or hand-delivered to the City.

Section 4.12.6 The City will contact the Board Chair to verify that the auditor presented the financial audit report/financial review report to the Grantee's Board of Directors or a committee of the Board.

- i. Grantee's Board Chair must submit a signed and dated copy of the APH Board Certification form to the City as verification.

A signed and dated copy of the APH Board Certification form will be due to the City with the financial audit report/financial review report. The City will deem the financial audit report/financial review report incomplete if the Grantee fails to submit the Board Certification form, as required by this Section.

Section 8.6 **Business Continuity.** Grantee warrants that it has adopted a business continuity plan that describes how Grantee will continue to provide services in the event of an emergency or other unforeseen event, and agrees to maintain the plan on file for review by the City. Grantee shall provide a copy of the plan to the City's Agreement Manager upon request at any time during the term of this Agreement, and the requested information regarding the Business Continuity Plan shall appear in the annual Administrative and Fiscal Review document.

Section 8.21.1.4 require that all Subgrantees obtain and maintain, throughout the term of their Subagreement, insurance in the type required by this Agreement, and in amounts appropriate for the amount of the Subagreement, with the City being a named insured as its interest shall appear;

## **5.0 The following Terms and Conditions have been ADDED to the Agreement:**

Section 4.3.3.8 identification of previously reimbursed expenses determined to be unallowable after payment was made.

Section 4.10.2 Grantee shall provide the City with copies of revised Articles of Incorporation and Doing Business As (DBA) certificates (if applicable) within 14 calendar days of receipt of the notice of filing by the Secretary of State's office. Grantee shall provide the City with copies of revised By-Laws within 14 calendar days of their approval by the Grantee's governing body.

Section 8.6.1 Grantee agrees to participate in the City's Emergency Preparedness and Response Plan and other disaster planning processes. Grantee participation includes assisting the City to provide disaster response and recovery assistance to individuals and families impacted by manmade or natural disasters.

Section 8.21.1.6 maintain and make available to the City, upon request, Certificates of Insurance for all Subgrantees.

Section 8.27 **Public Information Act.** Grantee acknowledges that the City is required to comply with Chapter 552 of the Texas Government Code (Public Information Act). Under the Public Information Act, this Agreement and all related information within the City's possession or to which the City has access are presumed to be public and will be released unless the information is subject to an exception described in the Public Information Act.

Section 8.28 **HIPAA Standards.** As applicable, Grantee and Subgrantees are required to develop and maintain administrative safeguards to ensure the confidentiality of all protected client information, for both electronic and non-electronic records, as established in the Health Insurance Portability and Accountability Act (HIPAA) Standards CFR 160 and 164, and to comply with all other applicable federal, state, and local laws and policies applicable to the confidentiality of protected client information. Grantee must maintain HIPAA-compliant Business Associate agreements with each entity with which it may share any protected client information.

8.28.1 Business Associate Agreement. If performance of this Agreement involves the use or disclosure of Protected Health Information (PHI), as that term is defined in 45 C.F.R. § 160.103, then Grantee acknowledges and agrees to comply with the terms and conditions contained in the Business Associate Agreement, attached as Exhibit E.

Section 8.29 **Political and Sectarian Activity.** No portion of the funds received by the Grantee under this Agreement shall be used for any political activity (including, but not limited to, any activity to further the election or defeat of any candidate for public office) or any activity undertaken to influence the passage, defeat, or final content of legislation; or for any sectarian or religious purposes.

Section 8.30 **Culturally and Linguistically Appropriate Standards (CLAS).** The City is committed to providing effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural beliefs and practices, preferred languages, health literacy, and other communication needs. This commitment applies to services provided directly by the City as well as services provided through its Grantees. Grantee and its Subgrantees agree to implement processes and services in a manner that is culturally and linguistically appropriate and competent. Guidance on adopting such standards and practices are available at the U.S. Department of Health and Human Services Office of Minority Health's website at: <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=1&lvlid=6>.

In some instances, failure to provide language assistance services may have the effect of discriminating against persons on the basis of their natural origin. Guidelines for serving individuals with Limited English Proficiency (LEP) are available at <https://www.lep.gov/faqs/faqs.html>.

- 6.0 MBE/WBE goals were not established for this Contract.
- 7.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.
- 8.0 By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.
- 9.0 All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced contract.

**CONTRACTOR**

Signature:

**CITY OF AUSTIN**

Signature:

Derrick Chubbs

CENTRAL TEXAS FOOD BANK, INC.  
Derrick Chubbs, Executive Director  
6500 Metropolis Drive  
Austin, TX 78744

Date: 5/4/2017

Shaun Willett

City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date: 6/6/17

**Program Budget and Narrative**

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
<i>Period Start Date</i>	9/1/2015	10/1/2016	10/1/2017		
<i>Period End Date</i>	9/30/2016	9/30/2017	9/30/2018		<b>Total</b>
<i>Salary plus Benefits</i>	\$210,047.00	\$210,047.00	\$210,047.00		\$630,141.00
<i>General Operations Expenses</i>	\$15,280.00	\$23,669.00	\$22,763.00		\$61,712.00
<i>Program Subcontractors</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Staff Travel</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Conferences</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Operations SubTotal</i>	\$15,280.00	\$23,669.00	\$22,763.00		\$61,712.00
<i>Food and Beverages for Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Financial Direct Assistance to Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Other Assistance Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Direct Assistance SubTotal</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Capital Outlay Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
<b>Total</b>	<b>\$225,327.00</b>	<b>\$233,716.00</b>	<b>\$232,810.00</b>		<b>\$691,853.00</b>
<i>Total Period Percentage</i>	32.57	33.78	33.65		

**Detailed Budget Narrative**

**Salaries plus Benefits**      *Salary and Benefit reimbursement for 32 staff positions essential to providing hunger relief to City of Austin and Travis County residents. Includes staff responsible for Logistics, Food Handling, Volunteer Supervision, and Agency Support.*

**General Op Expenses**      *Purchase food for distribution.*

**Program Subcontractors**

**Staff Travel**

**Conferences**

**Food and Beverage**

**Financial Assistance**

**Other Assistance**

**Capital Outlay**

**Program Budget and Narrative**

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
<i>Period Start Date</i>	<b>9/1/2015</b>	<b>10/1/2016</b>	<b>10/1/2017</b>		
<i>Period End Date</i>	<b>9/30/2016</b>	<b>9/30/2017</b>	<b>9/30/2018</b>	<b>Total</b>	
<i>Salary plus Benefits</i>	<b>\$59,720.00</b>	<b>\$59,720.00</b>	<b>\$59,720.00</b>	<b>\$179,160.00</b>	
<i>General Operations Expenses</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Program Subcontractors</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Staff Travel</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Conferences</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Operations SubTotal</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Food and Beverages for Clients</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Financial Direct Assistance to Clients</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Other Assistance Amount</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Direct Assistance SubTotal</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Capital Outlay Amount</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<b>Total</b>	<b>\$59,720.00</b>	<b>\$59,720.00</b>	<b>\$59,720.00</b>	<b>\$179,160.00</b>	
<i>Total Period Percentage</i>	<b>33.33</b>	<b>33.33</b>	<b>33.33</b>		

**Detailed Budget Narrative**

**Salaries plus Benefits**      *Salary and Benefit reimbursement for staff positions essential to providing application and enrollment assistance for public benefits to City of Austin and Travis County residents*

**General Op Expenses**

**Program Subcontractors**

**Staff Travel**

**Conferences**

**Food and Beverage**

**Financial Assistance**

**Other Assistance**

**Capital Outlay**

## BUSINESS ASSOCIATE AGREEMENT PROVISIONS

This Business Associate Agreement (the "Agreement"), is made by and between the Grantee (Business Associate) and the City (Covered Entity) (collectively the "Parties") to comply with privacy standards adopted by the U.S. Department of Health and Human Services as they may be amended from time to time, 45 C.F.R. parts 160 and 164 ("the Privacy Rule") and security standards adopted by the U.S. Department of Health and Human Services as they may be amended from time to time, 45 C.F.R. parts 160, 162 and 164, subpart C ("the Security Rule"), and the Health Information Technology for Economic and Clinical Health (HITECH) Act, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 and regulations promulgated there under and any applicable state confidentiality laws.

### RECITALS

WHEREAS, Business Associate provides services outlined in Exhibit A.1 to or on behalf of Covered Entity;

WHEREAS, in connection with these services, Covered Entity discloses to Business Associate certain protected health information that is subject to protection under the HIPAA Rules; and

WHEREAS, the HIPAA Rules require that Covered Entity receive adequate assurances that Business Associate will comply with certain obligations with respect to the PHI received, maintained, or transmitted in the course of providing services to or on behalf of Covered Entity.

NOW THEREFORE, in consideration of the mutual promises and covenants herein, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

- A. Definitions. Terms used herein, but not otherwise defined, shall have meaning ascribed by the Privacy Rule and the Security Rule.
1. Breach. "Breach" shall have the same meaning as the term "breach" in 45 C.F.R. §164.502.
  2. Business Associate. "Business Associate" shall have the same meaning as the term "business associate" in 45 C.F.R. §160.103 and in reference to the party to this agreement, shall mean Grantee.
  3. Covered Entity. "Covered Entity" shall have the same meaning as the term "covered entity" in 45 C.F.R. §160.103 and in reference to the party to this agreement shall mean The City of Austin.
  4. Designated Record Set. "Designated Record Set" shall mean a group of records maintained by or for a Covered Entity that is: (i) the medical records and billing records about Individuals maintained by or for a covered health care provider; (ii) the enrollment, payment, claims adjudication, and case or medical management record systems maintained by or for a health plan; or (iii) used, in whole or in part, by or for the covered entity to make decisions about Individuals. For purposes of

this definition, the term "record" means any item, collection, or grouping of information that includes protected health information and is maintained, collected, used, or disseminated by or for a covered entity.

5. HIPAA Rules. The Privacy Rule and the Security Rule and amendments codified and promulgated by the HITECH Act are referred to collectively herein as "HIPAA Rules."
  6. Individual. "Individual" shall mean the person who is the subject of the protected health information.
  7. Incident. "Incident" means a potential or attempted unauthorized access, use, disclosure, modification, loss or destruction of PHI, which has the potential for jeopardizing the confidentiality, integrity or availability of the PHI.
  8. Protected Health Information ("PHI"). "Protected Health Information" or PHI shall have the same meaning as the term "protected health information" in 45 C.F.R. §160.103, limited to the information created, received, maintained or transmitted by Business Associate from or on behalf of covered entity pursuant to this Agreement.
  9. Required by Law. "Required by Law" shall mean a mandate contained in law that compels a use or disclosure of PHI.
  10. Secretary. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his or her Designee.
  11. Sensitive Personal Information. "Sensitive Personal Information" shall mean an individual's first name or first initial and last name in combination with any one or more of the following items, if the name and the items are not encrypted: a) social security number; driver's license number or government-issued identification number; or account number or credit or debit card number in combination with any required security code, access code, or password that would permit access to an individual's financial account; or b) information that identifies an individual and relates to: the physical or mental health or condition of the individual; the provision of health care to the individual; or payment for the provision of health care to the individual.
  12. Subcontractor. "subcontractor" shall have the same meaning as the term "subcontractor" in 45 C.F.R. §160.103.
  13. Unsecured PHI. "Unsecured PHI" shall mean PHI that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary in the guidance issued under section 13402(h)(2) of Public Law 111-5.
- B. Purposes for which PHI May Be Disclosed to Business Associate. In connection with the services provided by Business Associate to or on behalf of Covered Entity described in this

Agreement, Covered Entity may disclose PHI to Business Associate for the purposes of providing a social service.

C. Obligations of Covered Entity. If deemed applicable by Covered Entity, Covered Entity shall:

1. provide Business Associate a copy of its Notice of Privacy Practices ("Notice") produced by Covered Entity in accordance with 45 C.F.R. 164.520 as well as any changes to such Notice;
2. provide Business Associate with any changes in, or revocation of, authorizations by Individuals relating to the use and/or disclosure of PHI, if such changes affect Business Associate's permitted or required uses and/or disclosures;
3. notify Business Associate of any restriction to the use and/or disclosure of PHI to which Covered Entity has agreed in accordance with 45 C.F.R. 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI;
4. not request Business Associate to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by the Covered entity;
5. notify Business Associate of any amendment to PHI to which Covered Entity has agreed that affects a Designated Record Set maintained by Business Associate;
6. if Business Associate maintains a Designated Record Set, provide Business Associate with a copy of its policies and procedures related to an Individual's right to: access PHI; request an amendment to PHI; request confidential communications of PHI; or request an accounting of disclosures of PHI; and,
7. direct, review and control notification made by the Business Associate of individuals of breach of their Unsecured PHI in accordance with the requirements set forth in 45 C.F.R. §164.404.

D. Obligations of Business Associate. Business Associate agrees to comply with applicable federal and state confidentiality and security laws, specifically the provisions of the HIPAA Rules applicable to business associates, including:

1. Use and Disclosure of PHI. Except as otherwise permitted by this Agreement or applicable law, Business Associate shall not use or disclose PHI except as necessary to provide Services described above to or on behalf of Covered Entity, and shall not use or disclose PHI that would violate the HIPAA Rules if used or disclosed by Covered Entity. Also, knowing that there are certain restrictions on disclosure of PHI. Provided, however, Business Associate may use and disclose PHI as necessary for the proper management and administration of Business Associate, or to carry out its legal responsibilities. Business Associate shall in such cases:

- (a) provide information and training to members of its workforce using or disclosing PHI regarding the confidentiality requirements of the HIPAA Rules and this Agreement;
  - (b) obtain reasonable assurances from the person or entity to whom the PHI is disclosed that: (a) the PHI will be held confidential and further used and disclosed only as Required by Law or for the purpose for which it was disclosed to the person or entity; and (b) the person or entity will notify Business Associate of any instances of which it is aware in which confidentiality of the PHI has been breached; and
  - (c) agree to notify the designated Privacy Officer of Covered Entity of any instances of which it is aware in which the PHI is used or disclosed for a purpose that is not otherwise provided for in this Agreement or for a purpose not expressly permitted by the HIPAA Rules.
- 2. Data Aggregation. In the event that Business Associate works for more than one Covered Entity, Business Associate is permitted to use and disclose PHI for data aggregation purposes, however, only in order to analyze data for permitted health care operations, and only to the extent that such use is permitted under the HIPAA Rules.
- 3. De-identified Information. Business Associate may use and disclose de-identified health information if written approval from the Covered Entity is obtained, and the PHI is de-identified in compliance with the HIPAA Rules. Moreover, Business Associate shall review and comply with the requirements defined under Section E. of this Agreement.
- 4. Safeguards.
  - (a) Business Associate shall maintain appropriate safeguards to ensure that PHI is not used or disclosed other than as provided by this Agreement or as Required by Law. Business Associate shall implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of any paper or electronic PHI it creates, receives, maintains, or transmits on behalf of Covered Entity.
  - (b) Business Associate shall assure that all PHI be secured when accessed by Business Associate's employees, agents or subcontractor. Any access to PHI by Business Associate's employees, agents or subcontractors shall be limited to legitimate business needs while working with PHI. Any personnel changes by Business Associate, eliminating the legitimate business needs for employees, agents or contractors access to PHI – either by revision of duties or termination – shall be immediately reported to Covered Entity. Such reporting shall be made no later than the third business day after the personnel change becomes effective.

5. Minimum Necessary. Business Associate shall ensure that all uses and disclosures of PHI are subject to the principle of "minimum necessary use and disclosure," i.e., that only PHI that is the minimum necessary to accomplish the intended purpose of the use, disclosure, or request is used or disclosed; and, the use of limited data sets when possible.
6. Disclosure to Agents and Subcontractors. If Business Associate discloses PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity, to agents, including a subcontractor, Business Associate shall require the agent or subcontractor to agree to the same restrictions and conditions as apply to Business Associate under this Agreement. Business Associate shall ensure that any agent, including a subcontractor, agrees to implement reasonable and appropriate safeguards to protect the confidentiality, integrity, and availability of the paper or electronic PHI that it creates, receives, maintains, or transmits on behalf of the Covered Entity. Business Associate shall be liable to Covered Entity for any acts, failures or omissions of the agent or subcontractor in providing the services as if they were Business Associate's own acts, failures or omissions, to the extent permitted by law. Business Associate further expressly warrants that its agents or subcontractors will be specifically advised of, and will comply in all respects with, the terms of this Agreement.
7. Individual Rights Regarding Designated Record Sets. If Business Associate maintains a Designated Record Set on behalf of Covered Entity Business Associate agrees as follows:
  - (a) Individual Right to Copy or Inspection. Business Associate agrees that if it maintains a Designated Record Set for Covered Entity that is not maintained by Covered Entity, it will permit an Individual to inspect or copy PHI about the Individual in that set as directed by Covered Entity to meet the requirements of 45 C.F.R. § 164.524. If the PHI is in electronic format, the Individual shall have a right to obtain a copy of such information in electronic format and, if the Individual chooses, to direct that an electronic copy be transmitted directly to an entity or person designated by the individual in accordance with HITECH section 13405 (c). Under the Privacy Rule, Covered Entity is required to take action on such requests as soon as possible, but not later than 30 days following receipt of the request. Business Associate agrees to make reasonable efforts to assist Covered Entity in meeting this deadline. The information shall be provided in the form or format requested if it is readily producible in such form or format; or in summary, if the Individual has agreed in advance to accept the information in summary form. A reasonable, cost-based fee for copying health information may be charged. If Covered Entity maintains the requested records, Covered Entity, rather than Business Associate shall permit access according to its policies and procedures implementing the Privacy Rule.

- (b) Individual Right to Amendment. Business Associate agrees, if it maintains PHI in a Designated Record Set, to make amendments to PHI at the request and direction of Covered Entity pursuant to 45 C.F.R. §164.526. If Business Associate maintains a record in a Designated Record Set that is not also maintained by Covered Entity, Business Associate agrees that it will accommodate an Individual's request to amend PHI only in conjunction with a determination by Covered Entity that the amendment is appropriate according to 45 C.F.R. §164.526.
- (c) Accounting of Disclosures. Business Associate agrees to maintain documentation of the information required to provide an accounting of disclosures of PHI, whether PHI is paper or electronic format, in accordance with 45 C.F.R. §164.528 and HITECH Sub Title D Title VI Section 13405 (c), and to make this information available to Covered Entity upon Covered Entity's request, in order to allow Covered Entity to respond to an Individual's request for accounting of disclosures. Under the Privacy Rule, Covered Entity is required to take action on such requests as soon as possible but not later than 60 days following receipt of the request. Business Associate agrees to use its best efforts to assist Covered Entity in meeting this deadline but not later than 45 days following receipt of the request. Such accounting must be provided without cost to the individual or Covered Entity if it is the first accounting requested by an individual within any 12 month period; however, a reasonable, cost-based fee may be charged for subsequent accountings if Business Associate informs the individual in advance of the fee and is afforded an opportunity to withdraw or modify the request. Such accounting is limited to disclosures that were made in the six (6) years prior to the request (not including disclosures prior to the compliance date of the Privacy Rule) and shall be provided for as long as Business Associate maintains the PHI.
8. Internal Practices, Policies and Procedures. Except as otherwise specified herein, Business Associate shall make available its internal practices, books, records, policies and procedures relating to the use and disclosure of PHI, received from or on behalf of Covered Entity to the Secretary or his or her agents for the purpose of determining Covered Entity's compliance with the HIPAA Rules, or any other health oversight agency, or to Covered Entity. Records requested that are not protected by an applicable legal privilege will be made available in the time and manner specified by Covered Entity or the Secretary.
9. Notice of Privacy Practices. Business Associate shall abide by the limitations of Covered Entity's Notice of which it has knowledge. Any use or disclosure permitted by this Agreement may be amended by changes to Covered Entity's Notice; provided, however, that the amended Notice shall not affect permitted uses and disclosures on which Business Associate relied prior to receiving notice of such amended Notice.

10. Withdrawal of Authorization. If the use or disclosure of PHI in this Agreement is based upon an Individual's specific authorization for the use or disclosure of his or her PHI, and the Individual revokes such authorization, the effective date of such authorization has expired, or such authorization is found to be defective in any manner that renders it invalid, Business Associate shall, if it has notice of such revocation, expiration, or invalidity, cease the use and disclosure of the Individual's PHI except to the extent it has relied on such use or disclosure, or if an exception under the Privacy Rule expressly applies.
11. Knowledge of HIPAA Rules. Business Associate agrees to review and understand the HIPAA Rules as it applies to Business Associate, and to comply with the applicable requirements of the HIPAA Rule, as well as any applicable amendments.
12. Information Incident Notification for PHI. Business Associate will report any successful Incident of which it becomes aware and at the request of the Covered Entity, will identify: the date of the Incident, scope of Incident, Business Associate's response to the Incident, and the identification of the party responsible for causing the Incident.
13. Information Breach Notification for PHI. Business Associate expressly recognizes that Covered Entity has certain reporting and disclosure obligations to the Secretary and the Individual in case of a security breach of unsecured PHI. Where Business Associate accesses, maintains, retains, modifies, records, stores, destroys, or otherwise holds, uses or discloses unsecured paper or electronic PHI, Business Associate immediately following the "discovery" (within the meaning of 45 C.F.R. §164.410(a)) of a breach of such information, shall notify Covered Entity of such breach. Initial notification of the breach does not need to be in compliance with 45 C.F.R. §164.404(c); however, Business Associate must provide Covered Entity with all information necessary for Covered Entity to comply with 45 C.F.R. §164.404(c) without reasonable delay, and in no case later than three days following the discovery of the breach. Business Associate shall be liable for the costs associated with such breach if caused by the Business Associate's negligent or willful acts or omissions, or the negligent or willful acts or omissions of Business Associate's agents, officers, employees or subcontractors.
14. Breach Notification to Individuals. Business Associate's duty to notify Covered Entity of any breach does not permit Business Associate to notify those individuals whose PHI has been breached by Business Associate without the express written permission of Covered Entity to do so. Any and all notification to those individuals whose PHI has been breached shall be made by the Business Associate under the direction, review and control of Covered Entity. The Business Associate will notify the Covered Entity via telephone with follow-up in writing to include; name of individuals whose PHI was breached, information breached, date of breach, form of breach, etc. The cost of the notification will be paid by the Business Associate.
15. Information Breach Notification for Other Sensitive Personal Information. In addition to the reporting under Section D.12, Business Associate shall notify

Covered Entity of any breach of computerized Sensitive Personal Information (as determined pursuant to Title 11, subtitle B, chapter 521, Subchapter A, Section 521.053, Texas Business & Commerce Code) to assure Covered Entity's compliance with the notification requirements of Title 11, Subtitle B, Chapter 521, Subchapter A, Section 521.053, Texas Business & Commerce Code. Accordingly, Business Associate shall be liable for all costs associated with any breach caused by Business Associate's negligent or willful acts or omissions, or those negligent or willful acts or omissions of Business Associate's agents, officers, employees or subcontractors.

E. Permitted Uses and Disclosures by Business Associates. Except as otherwise limited in this Agreement, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in this Business Associates Agreement or in a Master Services Agreement, provided that such use or disclosure would not violate the HIPAA Rules if done by Covered Entity or the minimum necessary policies and procedures of the Covered Entity. Also, Business Associate may use PHI to report violations of law to appropriate Federal and State authorities, consistent with the HIPAA Rules.

1. Use. Business Associate will not, and will ensure that its directors, officers, employees, contractors and other agents do not, use PHI other than as permitted or required by Business Associate to perform the Services or as required by law, but in no event in any manner that would constitute a violation of the Privacy Standards or Security standards if used by Covered Entity.
2. Disclosure. Business Associate will not, and will ensure that its directors, officers, employees, contractors, and other agents do not, disclose PHI other than as permitted pursuant to this arrangement or as required by law, but in no event disclose PHI in any manner that would constitute a violation of the Privacy Standards or Security Standards if disclosed by Covered Entity.
3. Business Associate acknowledges and agrees that Covered Entity owns all right, title, and interest in and to all PHI, and that such right, title, and interest will be vested in Covered Entity. Neither Business Associate nor any of its employees, agents, consultants or assigns will have any rights in any of the PHI, except as expressly set forth above. Business Associate represents, warrants, and covenants that it will not compile and/or distribute analyses to third parties using any PHI without Covered Entity's express written consent.

F. Application of Security and Privacy Provisions to Business Associate.

1. Security Measures. Sections 164.308, 164.310, 164.312 and 164.316 of Title 45 of the Code of Federal Regulations dealing with the administrative, physical and technical safeguards as well as policies, procedures and documentation requirements that apply to Covered Entity shall in the same manner apply to Business Associate. Any additional security requirements contained in Sub Title D of Title IV of the HITECH Act that apply to Covered Entity shall also apply to Business Associate. Pursuant to

the foregoing requirements in this section, the Business Associate will implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the paper or electronic PHI that it creates, has access to, or transmits. Business Associate will also ensure that any agent, including a subcontractor, to whom it provides such information, agrees to implement reasonable and appropriate safeguards to protect such information. Business Associate will ensure that PHI contained in portable devices or removable media is encrypted.

2. Annual Guidance. For the first year beginning after the date of the enactment of the HITECH Act and annually thereafter, the Secretary shall annually issue guidance on the most effective and appropriate technical safeguards for use in carrying out the sections referred to in subsection (a) and the security standards in subpart C of part 164 of title 45, Code of Federal Regulations. Business Associate shall, at their own cost and effort, monitor the issuance of such guidance and comply accordingly.
3. Privacy Provisions. The enhanced HIPAA privacy requirements including but not necessarily limited to accounting for certain PHI disclosures for treatment, restrictions on the sale of PHI, restrictions on marketing and fundraising communications, payment and health care operations contained Subtitle D of the HITECH Act that apply to the Covered entity shall equally apply to the Business Associate.
4. Application of Civil and Criminal Penalties. If Business Associate violates any security or privacy provision specified in subparagraphs (1) and (2) above, sections 1176 and 1177 of the Social Security Act (42 U.S.C. 1320d-5, 1320d-6) shall apply to Business Associate with respect to such violation in the same manner that such sections apply to Covered Entity if it violates such provisions.

**G. Term and Termination.**

1. Term. This Agreement shall be effective as of the Effective Date and shall be terminated when all PHI provided to Business Associate by Covered Entity, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity.
2. Termination for Cause. Upon Covered entity's knowledge of a material breach by Business Associate, Covered Entity shall either:
  - a. Provide an opportunity for Business Associate to cure the breach within 30 days of written notice of such breach or end the violation and terminate this Agreement, whether it is in the form of a stand alone agreement or an addendum to a Master Services Agreement, if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity; or
  - b. Immediately terminate this Agreement whether it is in the form of a stand alone agreement or an addendum to a Master Services Agreement if

Business associate has breached a material term of this Agreement and cure is not possible.

3. Effect of Termination. Upon termination of this Agreement for any reason, Business Associate agrees to return or destroy all PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity, maintained by Business Associate in any form. If Business Associate determines that the return or destruction of PHI is not feasible, Business Associate shall inform Covered Entity in writing of the reason thereof, and shall agree to extend the protections of this Agreement to such PHI and limit further uses and disclosures of the PHI to those purposes that make the return or destruction of the PHI not feasible for so long as Business Associate retains the PHI.

#### H. Miscellaneous.

1. Indemnification. To the extent permitted by law, Business Associate agrees to indemnify and hold harmless Covered Entity from and against all claims, demands, liabilities, judgments or causes of action of any nature for any relief, elements of recovery or damages recognized by law (including, without limitation, attorney's fees, defense costs, and equitable relief), for any damage or loss incurred by Covered Entity arising out of, resulting from, or attributable to any acts or omissions or other conduct of Business Associate or its agents in connection with the performance of Business Associate's or its agents' duties under this Agreement. This indemnity shall apply even if Covered Entity is alleged to be solely or jointly negligent or otherwise solely or jointly at fault; provided, however, that a trier of fact finds Covered Entity not to be solely or jointly negligent or otherwise solely or jointly at fault. This indemnity shall not be construed to limit Covered Entity's rights, if any, to common law indemnity.

Covered Entity shall have the option, at its sole discretion, to employ attorneys selected by it to defend any such action, the costs and expenses of which shall be the responsibility of Business Associate. Covered Entity shall provide Business Associate with timely notice of the existence of such proceedings and such information, documents and other cooperation as reasonably necessary to assist Business Associate in establishing a defense to such action.

These indemnities shall survive termination of this Agreement, and Covered Entity reserves the right, at its option and expense, to participate in the defense of any suit or proceeding through counsel of its own choosing.

2. Mitigation. If Business Associate violates this Agreement or either of the HIPAA Rules, Business Associate agrees to mitigate any damage caused by such breach.
3. Rights of Proprietary Information. Covered Entity retains any and all rights to the proprietary information, confidential information, and PHI it releases to Business Associate.
4. Survival. The respective rights and obligations of Business Associate under Section E.3 of this Agreement shall survive the termination of this Agreement.

5. Notices. Any notices pertaining to this Agreement shall be given in writing and shall be deemed duly given when personally delivered to a Party or a Party's authorized representative as listed in Section 8.7 of the agreement between the City and Grantee or sent by means of a reputable overnight carrier, or sent by means of certified mail, return receipt requested, postage prepaid. A notice sent by certified mail shall be deemed given on the date of receipt or refusal of receipt.
6. Amendments. This Agreement may not be changed or modified in any manner except by an instrument in writing signed by a duly authorized officer of each of the Parties hereto. The Parties, however, agree to amend this Agreement from time to time as necessary, in order to allow Covered Entity to comply with the requirements of the HIPAA Rules.
7. Choice of Law. This Agreement and the rights and the obligations of the Parties hereunder shall be governed by and construed under the laws of the State of Texas without regard to applicable conflict of laws principles.
8. Assignment of Rights and Delegation of Duties. This Agreement is binding upon and inures to the benefit of the Parties hereto and their respective successors and permitted assigns. However, neither Party may assign any of its rights or delegate any of its obligations under this Agreement without the prior written consent of the other Party, which consent shall not be unreasonably withheld or delayed. Notwithstanding any provisions to the contrary, however, Covered Entity retains the right to assign or delegate any of its rights or obligations hereunder to any of its wholly owned subsidiaries, affiliates or successor companies. Assignments made in violation of this provision are null and void.
9. Nature of Agreement. Nothing in this Agreement shall be construed to create (i) a partnership, joint venture or other joint business relationship between the Parties or any of their affiliates, (ii) any fiduciary duty owed by one Party to another Party or any of its affiliates, or (iii) a relationship of employer and employee between the Parties.
10. No Waiver. Failure or delay on the part of either Party to exercise any right, power, privilege or remedy hereunder shall not constitute a waiver thereof. No provision of this Agreement may be waived by either Party except by a writing signed by an authorized representative of the Party making the waiver.
11. Equitable Relief. Any disclosure of misappropriation of PHI by Business Associate in violation of this Agreement will cause Covered Entity irreparable harm, the amount of which may be difficult to ascertain. Business Associate therefore agrees that Covered Entity shall have the right to apply to a court of competent jurisdiction for specific performance and/or an order restraining and enjoining Business Associate from any such further disclosure or breach, and for such other relief as Covered Entity shall deem appropriate. Such rights are in addition to any other remedies available to Covered Entity at law or in equity. Business Associate expressly waives the defense that a remedy in damages will be adequate, and further waives any requirement in an action for specific performance or injunction for the posting of a bond by Covered Entity.

12. Severability. The provisions of this Agreement shall be severable, and if any provision of this Agreement shall be held or declared to be illegal, invalid or unenforceable, the remainder of this Agreement shall continue in full force and effect as though such illegal, invalid or unenforceable provision had not been contained herein.
13. No Third Party Beneficiaries. Nothing in this Agreement shall be considered or construed as conferring any right or benefit on a person not a party to this Agreement nor imposing any obligations on either Party hereto to persons not a party to this Agreement.
14. Headings. The descriptive headings of the articles, sections, subsections, exhibits and schedules of this Agreement are inserted for convenience only, do not constitute a part of this Agreement and shall not affect in any way the meaning or interpretation of this Agreement.
15. Entire Agreement. This Agreement, together with all Exhibits, Riders and amendments, if applicable, which are fully completed and signed by authorized persons on behalf of both Parties from time to time while this Agreement is in effect, constitutes the entire Agreement between the Parties hereto with respect to the subject matter hereof and supersedes all previous written or oral understandings, agreements, negotiations, commitments, and any other writing and communication by or between the Parties with respect to the subject matter hereof. In the event of any inconsistencies between any provisions of this Agreement in any provisions of the Exhibits, Riders, or amendments, the provisions of this Agreement shall control.
16. Interpretation. Any ambiguity in this Agreement shall be resolved in favor of a meaning that permits Covered Entity to comply with the HIPAA Rules and any applicable state confidentiality laws. The provisions of this Agreement shall prevail over the provisions of any other agreement that exists between the Parties that may conflict with, or appear inconsistent with, any provision of this Agreement or the HIPAA Rules.
17. Regulatory References. A citation in this Agreement to the Code of Federal Regulations shall mean the cited section as that section may be amended from time to time.

**Applications Funded in Response to RFP EAD0116  
Self Sufficiency Social Services**

<b>Evaluation Score</b>	<b>Agency Name</b>	<b>Program Name</b>	<b>37-Month Funding</b>	<b>3, 12-Month Extension Options</b>	<b>Total Contract Amount</b>
118	Youth & Family Alliance (Lifeworks)	Collective Impact Continuum	\$2,428,800	\$809,600	\$4,857,600
115	Meals on Wheels and More	Meals on Wheels	\$1,302,849	\$434,283	\$2,605,698
115	Any Baby Can	Ready Families Collaborative (C-11)	\$4,459,737	\$1,486,579	\$8,919,474
115	Austin Child Guidance Center	Underserved Families Mental Health Program	\$536,376	\$178,792	\$1,072,752
114	Casa Marianella	Emergency Shelter	\$544,320	\$181,440	\$1,088,640
113	Communities in Schools	Case Management & Pebble Project	\$1,427,469	\$475,823	\$2,854,938
113	Travis County Domestic ... (SafePlace)	Expect Respect	\$494,760	\$164,920	\$989,520
113	Theatre Action Project (Creative Action)	Del Valle Collaborative Afterschool Program (C-3)	\$845,934	\$281,978	\$1,691,868
113	Family Eldercare	Living Well Collaborative (C-6)	\$514,764	\$171,588	\$1,029,528
111	Travis County Domestic ... (SafePlace)	Victim Services	\$2,166,000	\$722,000	\$4,332,000
111	Family Eldercare	Counseling Services	\$164,955	\$54,985	\$329,910
111	Caritas of Austin	BSS+ (C-12)	\$9,992,721	\$3,330,907	\$19,985,442
110	Austin Recovery	Self Sufficiency Continuum Services	\$1,371,249	\$457,083	\$2,742,498
110	Caritas of Austin	Mental and Behavioral Health Services	\$643,377	\$214,459	\$1,286,754
110	The ARC of the Capital Area	Family & Juvenile Transition Services	\$183,726	\$61,242	\$367,452
109	Family Eldercare	Money Management	\$210,000	\$70,000	\$420,000
109	Foundation Communities	Afterschool Summer Youth Program	\$420,000	\$140,000	\$840,000
109	Capital Area Food Bank	Food Bank Services	\$681,141	\$227,047	\$1,362,282
109	Foundation Communities	Tax Prep & Financial Programs	\$371,250	\$123,750	\$742,500
108	VinCare Services of Austin	Saint Louise House	\$273,000	\$91,000	\$546,000
107	Helping the Aging, Needy and Disabled (HAND)	Charitable Care/Sliding Scale	\$120,933	\$40,311	\$241,866
106	Samaritan Center	Whole Body Mental Health Services	\$285,390	\$95,130	\$570,780
106	Foundation for the Homeless	Family Rehousing Initiative	\$713,958	\$237,986	\$1,427,916
106	Austin Children's Shelter	Wrap Around Residential Program	\$264,600	\$88,200	\$529,200
105	Planned Parenthood	Sisters Saving Sisters Program	\$144,612	\$48,204	\$289,224
105	Family Eldercare	Medication Management	\$163,800	\$54,600	\$327,600

Evaluation Score	Agency Name	Program Name	37-Month Funding	3, 12-Month Extension Options	Total Contract Amount
105	Workforce Solutions	Workforce and Education Readiness Continuum (C-13)	\$7,520,967	\$2,506,989	\$15,041,934
104	Salvation Army	Pathways & Partnerships	\$681,864	\$227,288	\$1,363,728
103	Court Appointed Special Advocates (CASA)	Transitioning Youth Program	\$120,000	\$40,000	\$240,000
102	Goodwill Industries Central Texas	Ready to Work	\$2,095,977	\$698,659	\$4,191,954
99	Easter Seals	Housing Services, Early Childhood, Comprehensive Outpatient Rehab, Youth Leaving Services, Adult Services	\$1,002,735	\$334,245	\$2,005,470
97	African American Youth Harvest Foundation	Enrichment of Low Income Youth	\$489,774	\$163,258	\$979,548
97	Texas Riogrande Legal Aid	Legal Services	\$548,346	\$182,782	\$1,096,692
92	YWCA	YW Counseling & Referral Ctr (YWERC)	\$348,714	\$116,238	\$697,428
90	Austin ISD	Victory	\$615,600	\$205,200	\$1,231,200
82	Austin ISD	Primetime	\$1,921,833	\$640,611	\$3,843,666
82	Child Inc.	Early Steps to School Readiness Summer and After School Program	\$1,293,750	\$431,250	\$2,587,500
*	Council on At-Risk Youth (CARY)	Ounce of Prevention	\$480,000	\$160,000	\$960,000
*	River City Youth Foundation	Dove Springs	\$350,400	\$116,800	\$700,800
Total					\$96,391,362
* Council on At-Risk Youth (CARY) and River City Youth Foundation were disqualified from the RFA process by the Purchasing Office due to non-compliance with the solicitation requirements.					



**Amendment No. 4  
of  
Contract No. NG150000017  
for  
Food Bank Services  
between  
Capital Area Food Bank of Texas Inc.  
and the  
City of Austin**

- 1.0 The Contract is hereby amended as follows: Change the Contractor's vendor code effective date of December 6, 2016, Due to error with current code No. CAP0946000 in Aims. Assigned new vendor code.

	From	To
<b>Vendor Name</b>	<b>Capital Area Food Bank of Texas Inc.</b>	Central Texas Food Bank Inc.
<b>Vendor Code (for City use only)</b>	CAP0946000	<b>V00000941814</b>
<b>Vendor Federal Tax ID (FEIN)</b>	██████████	██████████

- 2.0 All other terms and conditions of the Contract remain unchanged and in full force and effect.

**BY THE SIGNATURE** affixed below, this Amendment No. 4 is hereby incorporated into and made a part of the Contract.

Signature: \_\_\_\_\_

*Linell Goodin-Brown*  
Linell Goodin-Brown  
Contract Compliance Supervisor  
City of Austin, Purchasing Office

Date: \_\_\_\_\_

*12-8-16*



## Office of the Secretary of State

May 31, 2016

Capitol Services Inc  
P O Box 1831  
Austin, TX 78767 USA

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RE: Central Texas Food Bank, Inc.  
File Number: 59882301

It has been our pleasure to file the Certificate of Amendment for the referenced entity. Enclosed is the certificate evidencing filing. Payment of the filing fee is acknowledged by this letter.

If we may be of further service at any time, please let us know.

Sincerely,

Corporations Section  
Business & Public Filings Division  
(512) 463-5555

Enclosure



## Office of the Secretary of State

### CERTIFICATE OF FILING OF

Central Texas Food Bank, Inc.  
59882301

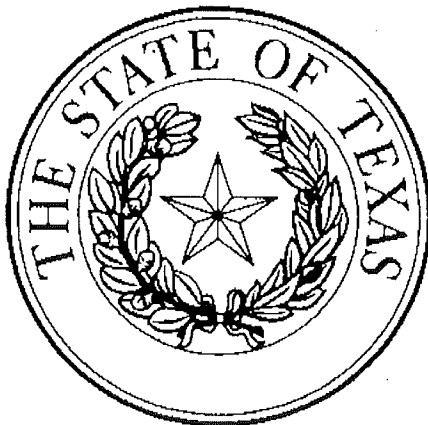
[formerly: CAPITAL AREA FOOD BANK OF TEXAS, INC.]

The undersigned, as Secretary of State of Texas, hereby certifies that a Certificate of Amendment for the above named entity has been received in this office and has been found to conform to the applicable provisions of law.

ACCORDINGLY, the undersigned, as Secretary of State, and by virtue of the authority vested in the secretary by law, hereby issues this certificate evidencing filing effective on the date shown below.

Dated: 05/27/2016

Effective: 05/27/2016



A handwritten signature in black ink, appearing to read "Cascos", followed by a horizontal line.

Carlos H. Cascos  
Secretary of State

Form 424

(Revised 05/11)

Submit in duplicate to:

Secretary of State

P.O. Box 13697

Austin, TX 78711-3697

512 463-5555

FAX: 512/463-5709

Filing Fee: See instructions



Certificate of Amendment

This space reserved for office use.

**FILED**  
In the Office of the  
Secretary of State of Texas

**MAY 27 2016**

**Corporations Section**

**Entity Information**

The name of the filing entity is:

Capital Area Food Bank of Texas, Inc.

State the name of the entity as currently shown in the records of the secretary of state. If the amendment changes the name of the entity, state the old name and not the new name.

The filing entity is a: (Select the appropriate entity type below.)

☐ For-profit Corporation

☐ Professional Corporation

☒ Nonprofit Corporation

☐ Professional Limited Liability Company

☐ Cooperative Association

☐ Professional Association

☐ Limited Liability Company

☒ Limited Partnership

The file number issued to the filing entity by the secretary of state is: 59882301

The date of formation of the entity is: 03/03/1982

**Amendments**

**1. Amended Name**

(If the purpose of the certificate of amendment is to change the name of the entity, use the following statement)

The amendment changes the certificate of formation to change the article or provision that names the filing entity. The article or provision is amended to read as follows:

The name of the filing entity is: (state the new name of the entity below)

Central Texas Food Bank, Inc.

The name of the entity must contain an organizational designation or accepted abbreviation of such term, as applicable.

**2. Amended Registered Agent/Registered Office**

The amendment changes the certificate of formation to change the article or provision stating the name of the registered agent and the registered office address of the filing entity. The article or provision is amended to read as follows:

Registered Agent  
(Complete either A or B, but not both. Also complete C.)

☐ A. The registered agent is an organization (cannot be entity named above) by the name of:

OR

☐ B. The registered agent is an individual resident of the state whose name is:

<i>First Name</i>	<i>M.I.</i>	<i>Last Name</i>	<i>Suffix</i>
-------------------	-------------	------------------	---------------

The person executing this instrument affirms that the person designated as the new registered agent has consented to serve as registered agent.

C. The business address of the registered agent and the registered office address is:

<i>Street Address (No P.O. Box)</i>	<i>City</i>	<i>State</i>	<i>Zip Code</i>
		TX	

**3. Other Added, Altered, or Deleted Provisions**

Other changes or additions to the certificate of formation may be made in the space provided below. If the space provided is insufficient, incorporate the additional text by providing an attachment to this form. Please read the instructions to this form for further information on format.

☐ **Alter** each of the following provisions of the certificate of formation. The identification or reference of the altered provision and the full text of the provision as amended are as follows:

**Statement of Approval**

The amendments to the certificate of formation have been approved in the manner required by the Texas Business Organizations Code and by the governing documents of the entity.

**Effectiveness of Filing** (Select either A, B, or C.)

- A. ☒ This document becomes effective when the document is filed by the secretary of state.
- B. ☐ This document becomes effective at a later date, which is not more than ninety (90) days from the date of signing. The delayed effective date is: \_\_\_\_\_
- C. ☐ This document takes effect upon the occurrence of a future event or fact, other than the passage of time. The 90<sup>th</sup> day after the date of signing is: \_\_\_\_\_  
The following event or fact will cause the document to take effect in the manner described below:

**Execution**

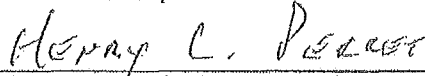
The undersigned signs this document subject to the penalties imposed by law for the submission of a materially false or fraudulent instrument and certifies under penalty of perjury that the undersigned is authorized under the provisions of law governing the entity to execute the filing instrument.

Date: May 26, 2016


By: Capital Area Food Bank of Texas, Inc.



Signature of authorized person



Printed or typed name of authorized person (see instructions)

<p><b>Form 509</b> (Revised 06/15)</p> <p>Submit with relevant filing instrument.</p> <p>Filing Fee: None</p>	 <b>Consent to Use of Similar Name</b>	
-------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------	--

(1) Central Texas Food Service LLC (Texas Secretary of State File Number 801606406)  
*Name and file number of the entity or individual who holds the existing name on file with the secretary of state*

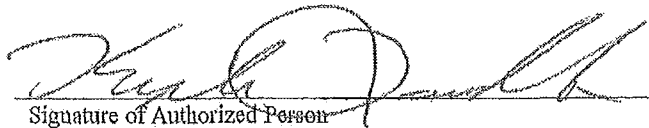
consents to the use of

(2) Central Texas Food Bank, Inc.  
*Proposed name*

as the name of a filing entity or foreign filing entity in Texas for the purpose of submitting a filing instrument to the secretary of state.

(3) The undersigned certifies to being authorized by the holder of the existing name to give this consent. The undersigned signs this document subject to the penalties imposed by law for the submission of a materially false or fraudulent instrument.

Date: 4/22/16

  
 Signature of Authorized Person

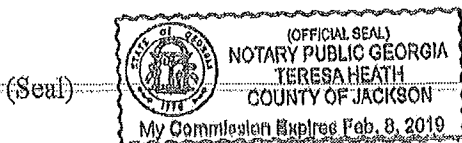
Kyle Lewallen  
 Name of Authorized Person (type or print)

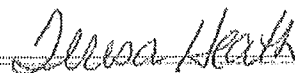
Owner  
 Title of Authorized Person, if any (type or print)

State of Georgia

County of Jackson

This instrument was acknowledged before me on 22nd by Kyle Lewallen  
 (date) (name of authorized person)



  
 Notary Public's signature



Amendment No. 3  
to  
Contract No. NG150000017  
for  
Social Services  
between  
**CAPITAL AREA FOOD BANK OF TEXAS, INC.**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Contract is ***Fifteen Thousand Two Hundred Eighty dollars (\$15,280)***. The total Contract amount is recapped below:

Term	Contract Change Amount	Total Contract Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 681,141
Amendment No. 1: Add FY16 funds to Contract (Sept. 1, 2015 – Sept. 30, 2018)	\$ 42,720	\$ 723,861
Amendment No. 2: Add FY16 funds to Contract and modify Exhibits (Sept. 1, 2015 – Sept. 30, 2018)	\$ 15,280	\$ 739,141
Amendment No. 3: Add FY17 funds to Contract and modify Exhibits (Sept. 1, 2015 – Sept. 30, 2018)	\$43,626	\$782,767

- 3.0 The following changes have been made to the original contract EXHIBITS:

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 10/21/2016]

- 4.0 The following contract TERMS and CONDITIONS have been revised:

**Section 4.1 [Contract Amount]**. The Grantee acknowledges and agrees that, notwithstanding any other provision of this Contract, the maximum amount payable by the City under this Contract for the initial thirty-seven (37) month term shall not exceed the amount approved by City Council, which is ***\$782,767 (Seven Hundred Eighty Two Thousand Seven Hundred Sixty Seven dollars)***, and ***\$227,047 (Two Hundred Twenty Seven Thousand and Forty Seven dollars)*** per twelve (12) month extension option, for a total Contract amount of \$1,463,908. Continuation of the Contract beyond the initial thirty-seven (37) months is specifically contingent upon the availability and allocation of funding by City Council.

**Section 4.1.2** Payment to the Grantee shall be made in the following increments:

**4.1.2.1** For the Program Period of October 1, 2016 through September 30, 2017, the payment from the City to the Grantee shall not exceed \$270,673 (*Two Hundred Seventy Thousand six Hundred Seventy Three dollars*).

**5.0** MBE/WBE goals were not established for this Contract.

**6.0** Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.

**7.0** By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

**8.0** All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Contract.

**CONTRACTOR**

Signature: \_\_\_\_\_

CAPITAL AREA FOOD BANK OF TEXAS, INC.  
Hank Perret, Executive Director  
6500 Metropolis Drive  
Austin, TX 78744

Date: 12-1-16

**CITY OF AUSTIN**

Signature: \_\_\_\_\_

City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date: 12-1-16

**Program Budget and Narrative**

	<b>1</b>	<b>Period 2</b>	<b>3</b>	<b>Contract Start Contract End</b>	<b>9/1/2015 9/30/2018</b>
<i>Period Start Date</i>	<b>9/1/2015</b>	<b>10/1/2016</b>	<b>10/1/2017</b>		
<i>Period End Date</i>	<b>9/30/2016</b>	<b>9/30/2017</b>	<b>9/30/2018</b>		<b>Total</b>
<i>Salary plus Benefits</i>	<b>\$210,047.00</b>	<b>\$210,047.00</b>	<b>\$210,047.00</b>		<b>\$630,141.00</b>
<i>General Operations Expenses</i>	<b>\$15,280.00</b>	<b>\$906.00</b>	<b>\$0.00</b>		<b>\$16,186.00</b>
<i>Program Subcontractors</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Staff Travel</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Conferences</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Operations SubTotal</i>	<b>\$15,280.00</b>	<b>\$906.00</b>	<b>\$0.00</b>		<b>\$16,186.00</b>
<i>Food and Beverages for Clients</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Financial Direct Assistance to Clients</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Other Assistance Amount</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Direct Assistance SubTotal</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Capital Outlay Amount</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<b>Total</b>	<b>\$225,327.00</b>	<b>\$210,953.00</b>	<b>\$210,047.00</b>		<b>\$646,327.00</b>
<i>Total Period Percentage</i>	<b>34.86</b>	<b>32.64</b>	<b>32.5</b>		

**Detailed Budget Narrative**

<b>Salaries plus Benefits</b>	<i>Salary and Benefit reimbursement for 32 staff positions essential to providing hunger relief to City of Austin and Travis County residents. Includes staff responsible for Logistics, Food Handling, Volunteer Supervision, and Agency Support.</i>
<b>General Op Expenses</b>	<i>Purchase food for distribution.</i>
<b>Program Subcontractors</b>	
<b>Staff Travel</b>	
<b>Conferences</b>	
<b>Food and Beverage</b>	
<b>Financial Assistance</b>	
<b>Other Assistance</b>	
<b>Capital Outlay</b>	

**Program Budget and Narrative**

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
<i>Period Start Date</i>	9/1/2015	10/1/2016	10/1/2017		
<i>Period End Date</i>	9/30/2016	9/30/2017	9/30/2018		<i>Total</i>
<i>Salary plus Benefits</i>	\$59,720.00	\$59,720.00	\$17,000.00		\$136,440.00
<i>General Operations Expenses</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Program Subcontractors</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Staff Travel</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Conferences</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Operations SubTotal</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Food and Beverages for Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Financial Direct Assistance to Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Other Assistance Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Direct Assistance SubTotal</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Capital Outlay Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Total</i>	\$59,720.00	\$59,720.00	\$17,000.00		\$136,440.00
<i>Total Period Percentage</i>	43.77	43.77	12.46		

**Detailed Budget Narrative**

**Salaries plus Benefits**      *Salary and Benefit reimbursement for staff positions essential to providing application and enrollment assistance for public benefits to City of Austin and Travis County residents*

**General Op Expenses**

**Program Subcontractors**

**Staff Travel**

**Conferences**

**Food and Beverage**

**Financial Assistance**

**Other Assistance**

**Capital Outlay**



Amendment No. 2  
to  
Contract No. NG150000017  
for  
Social Services  
between  
**CAPITAL AREA FOOD BANK OF TEXAS, INC.**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Contract is ***Fifteen Thousand Two Hundred Eighty dollars (\$15,280)***. The total Contract amount is recapped below:

Term	Contract Change Amount	Total Contract Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 681,141
Amendment No. 1: Add funding to Contract (Sept. 1, 2015 – Sept. 30, 2018)	\$ 42,720	\$ 723,861
Amendment No. 2: Add funds to Contract and modify Exhibits (Sept. 1, 2015 – Sept. 30, 2018)	\$ 15,280	\$ 739,141

- 3.0 The following changes have been made to the original contract EXHIBITS:

**Exhibit A.1 -- Program Work Statement** is deleted in its entirety and replaced with a new **Exhibit A.1 -- Program Work Statement**. [Revised 3/22/2016]

**Exhibit A.2 -- Program Performance Measures** is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 3/28/2016]

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 9/23/2016]

- 4.0 The following contract TERMS and CONDITIONS have been revised:

**Section 4.1 [Contract Amount]**. The Grantee acknowledges and agrees that, notwithstanding any other provision of this Contract, the maximum amount payable by the City under this Contract for the initial thirty-seven (37) month term shall not exceed the amount approved by City Council, which is ***\$739,141 (Seven Hundred Thirty Nine Thousand One Hundred Forty One dollars)***, and ***\$227,047 (Two Hundred Twenty Seven Thousand and Forty Seven dollars)*** per twelve (12) month extension option, for a total Contract amount of \$1,420,282. Continuation of the Contract

beyond the initial thirty-seven (37) months is specifically contingent upon the availability and allocation of funding by City Council.

**Section 4.1.2** Payment to the Grantee shall be made in the following increments:

**4.1.2.1** For the Program Period of September 1, 2015 through September 30, 2016, the payment from the City to the Grantee shall not exceed \$285,047 (*Two Hundred Eighty Five Thousand and Forty Seven dollars*).

- 5.0 MBE/WBE goals were not established for this Contract.
- 6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.
- 7.0 By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.
- 8.0 All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Contract.

**CONTRACTOR**

Signature: 

CAPITAL AREA FOOD BANK OF TEXAS, INC.  
Hank Perret, Executive Director  
6500 Metropolis Drive  
Austin, TX 78744

Date: 9-26-16

**CITY OF AUSTIN**

Signature: 

City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date: 09-27-16

## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*9/30/2018

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### ***Program Goals And Objectives***

The primary strategy of the Food Distribution program is to relieve hunger for low-income and food insecure people living in Travis County and the City of Austin through distribution of groceries to low-income households through Partner Agencies.

### ***Program Clients Served***

Clients will be served through the Partner Agencies that receive food from CAFB for distribution. Most food pantries receive food from the United States Department of Agriculture (USDA). USDA requires that client incomes be at or below 185% FPL or have a crisis food need, in which case they are served one time without meeting normal eligibility requirements. Clients will provide the agency with self-declarations of identity, address and income upon intake. Clients sign intake forms, certifying the information they have provided is true. At food pantries distributing CAFB food, clients will have household incomes at or below 200% of the federal poverty level (FPL), and reside within the zip code of the agency serving them in order to receive food assistance. Partner Agencies (PAs) determine zip code restrictions based on the intake form. One-time exceptions will be made for first-time clients that do not reside within the agency's geographic restriction. These clients will receive food on that visit, along with a referral to another agency closer to their residence. These clients will not be served if they visit the same agency again.

Client intake information is recertified annually. Most agencies use a web-based intake system that automatically notifies the agency when the client needs to be recertified for eligibility. Other agencies that do not use a web-based system will typically have all clients fill out a new intake form starting every July as this is when the updated guidelines come out annually per USDA, although some will recertify every January. Client files are maintained for three years.

When the City of Austin monitors the Food Distribution program, it will request intake forms of all new or recertified clients seen in a given time period to determine that the self-declarations of identity, income and address are signed. The food pantry PAs eligible for review are the approximate 45 who primarily serve clientele of Austin and/or Travis County. Only clients whose residence falls within the Austin/Travis County area will be reviewed.

CAFB will also provide food to agencies offering congregate meal service to their clients. These agencies serve prepared meals through soup kitchens, shelters, senior centers, and youth programs. There is no intake process for congregate meals programs at soup kitchens and shelters. Clients arrive at meal time, and total meal counts are tallied and reported to CAFB. City of Austin eligibility requirements are waived for all congregate meal services.

Capital Area Food Bank annually monitors its partner agencies to determine compliance.

### ***Program Services And Delivery***

Within Travis County, CAFB provides food to 140 Partner Agencies. These agencies include emergency food pantries, soup kitchens, shelters, senior centers, low-income daycare facilities, youth programs, and many other groups.

Food is provided to these agencies for distribution to their clients. Agencies pay a shared maintenance fee of \$0.12 per every pound of food received, excluding fresh produce. The handling fee helps offset a portion of CAFB's cost to procure and distribute food, and prevents agencies from ordering more food than they can distribute to clients, reducing wasted inventory. Agencies view CAFB's available inventory and place orders online for scheduled pick up or delivery. Agencies within 30 miles of CAFB will come to CAFB's headquarters to pick up food orders and bring them back to their agency. Agencies farther away will have food delivered to their community via CAFB's refrigerated trucks.

At a typical food pantry distribution, clients will line up on regularly scheduled days to receive food assistance from their local agency. After signing in and providing the necessary eligibility documentation, clients will then be given groceries to help offset shortfalls in their existing food resources. The specific nature of food received will vary depending on available resources, and the food storage capacity of their local agency. The amount of food received by each household can also vary based on the agency's capacity and the number of people in line.

All CAFB Partner Agencies are required to maintain a Partner Agency Agreement with CAFB ensuring they are in compliance with all CAFB policies regarding client civil rights, food safety, and compliance with federal regulations for donated goods.

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## Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2018

### System for Collecting and Reporting Program Data

CAFB utilizes inventory tracking software written specifically for food banks, Navision, to maintain detailed records of food sources and distribution, including: the source of all donations, the type of food donated (i.e. dairy, bakery, canned goods, etc.), and the weight of each donation. The data gathered on food distributed through Partner Agencies includes: the agency name, a description of food received, and the weight of food received.

Partner Agencies record the total number of clients served at each distribution as documented by client intake forms and sign in sheets, and report this total to CAFB monthly. Monthly totals for each Partner Agency are aggregated and maintained in an Excel spreadsheet by CAFB staff.

### Performance Evaluation

CAFB assesses its services on an ongoing basis. Key metrics for evaluation include the number of clients served compared to the assessed need within the community, growth in pounds of food received and distributed, operational efficiency and reduction of food waste, nutritional quality of food distributed, and targeted services that address gaps in the existing emergency food service network.

Quantitative and qualitative goals are set by each CAFB department annually, and reported to executive staff members monthly (at minimum). CAFB's board of directors meets quarterly to review key performance indicators, and intervene as necessary.

As a member of Feeding America, CAFB receives detailed analysis of its own programs and client base, as well as those of other food banks throughout the state and country. CAFB must also undergo compliance audits every two years at minimum in order to ensure programs and operations meet Feeding America standards.

### Quality Improvement

CAFB conducts close monitoring, and receives regular feedback from its Partner Agencies. CAFB verifies Partner Agencies are properly screening clients for eligibility, and maintaining necessary records through annual monitoring visits. These visits verify client intake forms are kept on site for a minimum of three years, that agencies understand and use the most up-to-date TEFAP income eligibility information, monthly reports are accurate, and safe food handling practices are followed.

Partner Agencies are surveyed annually to assess program satisfaction and determine how service can be improved. Management reviews this data and suggestions are considered, evaluated, often implemented. Demand for services is also closely monitored to assess client needs throughout CAFB's service area, and agencies report on any local challenges they may face on an ongoing basis.

### Service Coordination with Other Agencies

CAFB works with several other agencies to connect with potential clients, or to direct low-income individuals to CAFB's services. The United Way of Greater Austin's 2-1-1 service provides client referrals to CAFB Partner Agencies or direct services. Service organizations host food drives and provide thousands of volunteer hours sorting and ensuring the quality of donated food in CAFB's warehouse. If CAFB SSO staff determine a client is likely eligible for additional benefits for which they cannot provide direct application assistance (e.g. WIC), they will refer the client to another agency where help can be provided. CAFB works with community agencies to provide client referrals for benefit application assistance, or host Social Service Outreach Coordinators on site where they serve clients to provide in-person outreach information and applications assistance.

CAFB staff members conduct benefit outreach and application assistance through a variety of community partners including CAFB Partner Agencies, Foundation Communities, Front Steps, Trinity Center, RBJ Center, Refugee Services of Texas, and Meals on Wheels and More.

### Service Collaboration with Other Agencies

No formal collaborations exist within this program.

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## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2018

### ***Community Planning Activities***

The Capital Area Food Bank is one of more than 200 food banks in the United States that are members of the Feeding America network. It is also a member of the Feeding Texas (formerly the Texas Food Bank Network). Feeding Texas is composed of 20 Texas food banks that are members of Feeding America. These affiliations provide statewide and national resources, best-practices, and coordination of hunger relief efforts.

## Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2018

### Program Goals And Objectives

The primary strategy of the Social Service Outreach (SSO) program is to relieve hunger for low-income and food insecure people living in Travis County and the City of Austin through enrollment assistance for public benefits, e.g. Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and Children's Health Insurance Program (CHIP), which provide additional resources that relieve strained household budgets.

### Program Clients Served

City of Austin program eligibility guidelines are waived. CAFB has executed a "Memorandum of Understanding between Feeding Texas and CAFB (the Community Partner Interviewer), for the Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Medicaid and CHIP. The guidelines provided by the Health and Human Services Commission (HHSC) of Texas for administration of the program state: "only HHSC can determine eligibility for HHSC-administered programs. CPI [Community Partner Interviewers] staff do not determine eligibility; applicants may apply for any program they wish even if it appears they are not eligible" (pg. 31 of 63 in the Welcome to Self Service Portal Training for Community Partner Interviewer Demonstration Project Team Members). Therefore CAFB is required to serve any client that requests services.

Even though eligibility is waived for the above reasons, CAFB will collect the below information. This information will be kept by CAFB for a period of 120 days. From this information, HHSD will be able to review files for those clients who are residents of the City of Austin and/or Travis County and whose income is projected to fall below 200% FPL, and who have received services in the previous 120 days prior to the monitoring on-site.

#### Identification:

- Copy of ID as a requirement for application submission
- Signed application certifying client is who they claim to be on front page of application: Section B, includes the first client signature
- Signed Self-Declaration on page 20/Section W: "I certify under penalty of perjury that the information I have provided on this application is true and complete to the best of my knowledge. If it is not, I may be subject to criminal prosecution."

Sign Here to Show You Agree:

Client Signature and date

Sign here if you are applying for benefits. Or if you are the authorized representative.

Residency: Clients are required to be residents of Texas and CAFB works within 21 counties in the Central Texas region

- Copy of ID and/or other documentation as a requirement for application submission
- Signed application certifying their address is what they claim on the front page of application
- For online applications: Auto-population of County in on-line application when fill in address
- For paper applications: County verification will be manually confirmed for COA only

Income: CAFB communicates to clients eligibility for SNAP benefits requirements, and thus targets those at 165% FPL or below per HHSC guidelines; however there will be clients who wish to apply whose income falls above this threshold.

- Signed Self-Declaration on page 20/Section W
- Signed Self-Attestation of income (H1049), Client's Statement of Self-Employment Income.

The SSO representative gives page 1-2 of Form H1049 to each client with self-employment of income or if the client does not have accurate tax or business records available. The client completes all items on the form. The form must be signed and dated by the applicant, spouse, or authorized representative. If an SSO representative assists in completing the form, the representative provides his or her initials.

#### Release of Information (ROI)

CAFB requests that clients sign and date an ROI prior to receiving support services. This procedure is a best practice but not a requirement of the State, given that the form is not required in order to apply for benefits. CAFB maintains an ROI on-file for 7 years from the expiration date of the ROI.

### Program Services And Delivery

CAFB conducts outreach to provide information on SNAP and other benefits, and one-on-one application assistance for

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## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2018

eligible clients. At food distributions, and other community gathering points, SNAP outreach staff set up tables in a private space equipped with informational brochures, a computer with internet access, and a scanner. Outreach staff members are also available by appointment at CAFB's headquarters, meet with walk-in clients, and provide application assistance by phone. In addition to SNAP screening and application assistance, clients are also screened for Children's Medicaid, CHIP, TANF, and Women's Health Program eligibility and provided application assistance.

### ***System for Collecting and Reporting Program Data***

CAFB records the total number of submitted applications monthly by individual Social Service Outreach Coordinators and by county of residences for SNAP, Children's Medicaid, TANF, CHIP, and the Women's Health Program in an Excel spreadsheet maintained by CAFB's Social Services Outreach Supervisor.

The Texas Health and Human Services Commission provides CAFB with limited information regarding the outcome of benefit applications submitted on behalf of clients. This includes the number of applications submitted on behalf of clients via the THHSC online portal, the number of approved applications, and the number of denied applications by benefit type. CAFB does not receive information on the status of individual client cases.

### ***Performance Evaluation***

CAFB assesses its services on an ongoing basis. Key metrics for evaluation include the number of clients served compared to the assessed need within the community, growth in pounds of food received and distributed, operational efficiency and reduction of food waste, nutritional quality of food distributed, and targeted services that address gaps in the existing emergency food service network.

Quantitative and qualitative goals are set by each CAFB department annually, and reported to executive staff members monthly (at minimum). CAFB's board of directors meets quarterly to review key performance indicators, and intervene as necessary.

As a member of Feeding America, CAFB receives detailed analysis of its own programs and client base, as well as those of other food banks throughout the state and country. CAFB must also undergo compliance audits every two years at minimum in order to ensure programs and operations meet Feeding America standards.

### ***Quality Improvement***

CAFB conducts close monitoring, and receives regular feedback from its Partner Agencies. CAFB verifies Partner Agencies are properly screening clients for eligibility, and maintaining necessary records through annual monitoring visits. These visits verify client intake forms are kept on site for a minimum of three years, that agencies understand and use the most up-to-date TEFAP income eligibility information, monthly reports are accurate, and safe food handling practices are followed.

Partner Agencies are surveyed annually to assess program satisfaction and determine how service can be improved. Management reviews this data and suggestions are considered, evaluated, often implemented. Demand for services is also closely monitored to assess client needs throughout CAFB's service area, and agencies report on any local challenges they may face on an ongoing basis.

### ***Service Coordination with Other Agencies***

CAFB works with several other agencies to connect with potential clients, or to direct low-income individuals to CAFB's services. The United Way of Greater Austin's 2-1-1 service provides client referrals to CAFB Partner Agencies or direct services. Service organizations host food drives and provide thousands of volunteer hours sorting and ensuring the quality of donated food in CAFB's warehouse. If CAFB SSO staff determine a client is likely eligible for additional benefits for which they cannot provide direct application assistance (e.g. WIC), they will refer the client to another agency where help can be provided. CAFB works with community agencies to provide client referrals for benefit application assistance, or host Social Service Outreach Coordinators on site where they serve clients to provide in-person outreach information and applications assistance.

CAFB staff members conduct benefit outreach and application assistance through a variety of community partners including CAFB Partner Agencies, Foundation Communities, Front Steps, Trinity Center, RBJ Center, Refugee Services of Texas, and

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## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2018

Meals on Wheels and More.

### ***Service Collaboration with Other Agencies***

No formal collaborations exist within this program.

### ***Community Planning Activities***

The Capital Area Food Bank is one of more than 200 food banks in the United States that are members of the Feeding America network. It is also a member of the Feeding Texas (formerly the Texas Food Bank Network). Feeding Texas is composed of 20 Texas food banks that are members of Feeding America. These affiliations provide statewide and national resources, best-practices, and coordination of hunger relief efforts.

**Program Performance Measures**

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

**Outputs***ID Output Measure Description*

	<i>Period</i>			<i>Contract Term **</i>
	<i>1</i>	<i>2*</i>	<i>3*</i>	
1 Total Number of Unduplicated Clients Served	7540	7540	7540	13780

**Outcomes***ID Outcome Measure Description*

	<i>Period</i>			<i>Contract Term **</i>
	<i>1</i>	<i>2*</i>	<i>3*</i>	

\* Goal Served May Include Carry-Over From Previous Period

\*\* Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be &lt; or = Sum of Periods)

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**Program Performance Measures**

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

<i>Outputs</i>		<i>Period</i>			<i>Contract Term **</i>
		<i>1</i>	<i>2*</i>	<i>3*</i>	
<i>ID</i>	<i>Output Measure Description</i>				
1	Total Number of Unduplicated Clients Served	363	363	363	942

<i>Outcomes</i>		<i>Period</i>			<i>Contract Term **</i>
		<i>1</i>	<i>2*</i>	<i>3*</i>	
<i>ID</i>	<i>Outcome Measure Description</i>				
	Number of individuals obtaining or maintaining public benefits	500	500	500	1300
2B	Number of individuals in program	2220	2220	2220	5772
	Percent of individuals who obtain or maintain public benefits	22.52	22.52	22.52	22.52

\* Goal Served May Include Carry-Over From Previous Period

\*\* Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

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**Program Budget and Narrative**

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
<i>Period Start Date</i>	<b>9/1/2015</b>	<b>10/1/2016</b>	<b>10/1/2017</b>		
<i>Period End Date</i>	<b>9/30/2016</b>	<b>9/30/2017</b>	<b>9/30/2018</b>	<b>Total</b>	
<i>Salary plus Benefits</i>	<b>\$210,047.00</b>	<b>\$210,047.00</b>	<b>\$210,047.00</b>	<b>\$630,141.00</b>	
<i>General Operations Expenses</i>	\$15,280.00	\$0.00	\$0.00	\$15,280.00	
<i>Program Subcontractors</i>	\$0.00	\$0.00	\$0.00	\$0.00	
<i>Staff Travel</i>	\$0.00	\$0.00	\$0.00	\$0.00	
<i>Conferences</i>	\$0.00	\$0.00	\$0.00	\$0.00	
<i>Operations SubTotal</i>	<b>\$15,280.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$15,280.00</b>	
<i>Food and Beverages for Clients</i>	\$0.00	\$0.00	\$0.00	\$0.00	
<i>Financial Direct Assistance to Clients</i>	\$0.00	\$0.00	\$0.00	\$0.00	
<i>Other Assistance Amount</i>	\$0.00	\$0.00	\$0.00	\$0.00	
<i>Direct Assistance SubTotal</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<i>Capital Outlay Amount</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<b>Total</b>	<b>\$225,327.00</b>	<b>\$210,047.00</b>	<b>\$210,047.00</b>	<b>\$645,421.00</b>	
<i>Total Period Percentage</i>	<b>34.91</b>	<b>32.54</b>	<b>32.54</b>		

**Detailed Budget Narrative****Salaries plus Benefits**

Salary and Benefit reimbursement for 32 staff positions essential to providing hunger relief to City of Austin and Travis County residents. Includes staff responsible for Logistics, Food Handling, Volunteer Supervision, and Agency Support.

**General Op Expenses**

Purchase food for distribution.

**Program Subcontractors****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**

**Program Budget and Narrative**

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
<i>Period Start Date</i>	9/1/2015	10/1/2016	10/1/2017		
<i>Period End Date</i>	9/30/2016	9/30/2017	9/30/2018		
<i>Salary plus Benefits</i>	\$59,720.00	\$17,000.00	\$17,000.00		<b>\$93,720.00</b>
<i>General Operations Expenses</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Program Subcontractors</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Staff Travel</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Conferences</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Operations SubTotal</i>	\$0.00	\$0.00	\$0.00		<b>\$0.00</b>
<i>Food and Beverages for Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Financial Direct Assistance to Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Other Assistance Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Direct Assistance SubTotal</i>	\$0.00	\$0.00	\$0.00		<b>\$0.00</b>
<i>Capital Outlay Amount</i>	\$0.00	\$0.00	\$0.00		<b>\$0.00</b>
<b>Total</b>	<b>\$59,720.00</b>	<b>\$17,000.00</b>	<b>\$17,000.00</b>		<b>\$93,720.00</b>
<i>Total Period Percentage</i>	63.72	18.14	18.14		

**Detailed Budget Narrative****Salaries plus Benefits**

Salary and Benefit reimbursement for staff positions essential to providing application and enrollment assistance for public benefits to City of Austin and Travis County residents

**General Op Expenses****Program Subcontractors****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**



Amendment No. 1  
to  
Contract No. NG150000017  
for  
Social Services  
between  
**CAPITAL AREA FOOD BANK OF TEXAS, INC.**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **Forty Two Thousand Seven Hundred Twenty dollars (\$42,720)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 681,141
Amendment No. 1: Add funding to Contract	\$ 42,720	\$ 723,861

- 3.0 The following changes have been made to the original contract EXHIBITS:

**Exhibit A.1 -- Program Work Statement** is deleted in its entirety and replaced with a new **Exhibit A.1 -- Program Work Statement**. [Revised 9/22/2015]

**Exhibit A.2 -- Program Performance Measures** is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 9/22/2015]

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 9/22/2015]

- 4.0 **Section 8.7 [Notices]** is modified:

To the City:  
City of Austin, Health and Human  
Services Department  
Administrative Services Division  
ATTN: Kymberley Maddox,  
Assistant Director  
7201 Levander Loop, Bldg. E  
Austin, TX 78702

5.0 MBE/WBE goals were not established for this Contract.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.

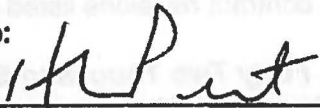
7.0 By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced contract.

**CONTRACTOR**

Signature: \_\_\_\_\_



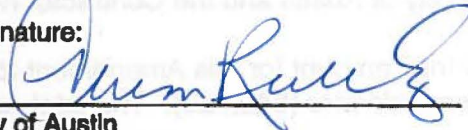
CAPITAL AREA FOOD BANK OF TEXAS, INC.  
Hank Perret, Executive Director  
8201 S. Congress Ave  
Austin, TX 78745

Date: \_\_\_\_\_

10/6/2015

**CITY OF AUSTIN**

Signature: \_\_\_\_\_



City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date: \_\_\_\_\_

10/23/15

## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*9/30/2018

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### ***Program Goals And Objectives***

The primary strategy of the Food Distribution program is to relieve hunger for low-income and food insecure people living in Travis County and the City of Austin through distribution of groceries to low-income households through Partner Agencies.

### ***Program Clients Served***

Clients will be served through the Partner Agencies that receive food from CAFB for distribution. Clients will provide the agency with a self-declaration of identity, address and income upon intake. At food pantries distributing CAFB food, clients will have household incomes at or below 200% of the federal poverty level (FPL), and reside within the zip code of the agency serving them in order to receive food assistance. One-time exceptions will be made for first-time clients that do not reside within the agency's geographic restriction. These clients will receive food on that visit, along with a referral to another agency closer to their residence. These clients will not be served if they visit the same agency again.

CAFB will also provide food to agencies offering congregate meal service to their clients. These agencies serve prepared meals through soup kitchens, shelters, senior centers, and youth programs. There is no intake process for congregate meals programs at soup kitchens and shelters. Clients arrive at meal time, and total meal counts are tallied and reported to CAFB. Congregate meal programs operating at senior centers and youth programs use area eligibility to determine client services, looking at the proportion of low-income households in a designated geographic area and comparing this to program objectives. An area is determined to be eligible if 50% or more area households are determined to be at or below 185% FPL, or if 50% or more of students enrolled in a school qualify for free or reduced-price lunch.

### ***Program Services And Delivery***

Within Travis County, CAFB provides food to 140 Partner Agencies. These agencies include emergency food pantries, soup kitchens, shelters, senior centers, low-income daycare facilities, youth programs, and many other groups.

Food is provided to these agencies for distribution to their clients. Agencies pay a shared maintenance fee of \$0.10 per every pound of food received, excluding fresh produce. The shared maintenance fee helps offset a portion of CAFB's cost to procure and distribute food, and prevents agencies from ordering more food than they can distribute to clients, reducing wasted inventory. Agencies view CAFB's available inventory and place orders online for scheduled pick up or delivery. Agencies within 30 miles of CAFB will come to CAFB's headquarters to pick up food orders and bring them back to their agency. Agencies farther away will have food delivered to their community via CAFB's refrigerated trucks.

At a typical food pantry distribution, clients will line up on regularly scheduled days to receive food assistance from their local agency. After signing in and providing the necessary eligibility documentation, clients will then be given groceries to help offset shortfalls in their existing food resources. The specific nature of food received will vary depending on available resources, and the food storage capacity of their local agency. The amount of food received by each household can also vary based on the agency's capacity and the number of people in line.

CAFB frequently receives walk-in or call-in requests for food assistance. In these cases, clients are provided a list of nearby Partner Agencies that can provide them with direct food assistance, as well as their distribution schedules. If the client's need is urgent, and no immediate food distributions are available, a box of food to sustain them is provided until the next distribution.

All CAFB Partner Agencies are required to maintain a Partner Agency Agreement with CAFB ensuring they are in compliance with all CAFB policies regarding client civil rights, food safety, and compliance with federal regulations for donated goods.

### ***System for Collecting and Reporting Program Data***

CAFB utilizes inventory tracking software written specifically for food banks, Navision, to maintain detailed records of food sources and distribution, including: the source of all donations, the type of food donated (i.e. dairy, bakery, canned goods, etc.), and the weight of each donation. The data gathered on food distributed through Partner Agencies includes: the agency name, a description of food received, and the weight of food received.

Partner Agencies record the total number of clients served at each distribution as documented by client intake forms, and

*Created 4/24/2015 11:45:00 AM**Last Modified, If Applicable 9/22/2015 1:53:00 PM*

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## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2018

report this total to CAFB monthly. Monthly totals for each Partner Agency are aggregated and maintained in an Excel spreadsheet by CAFB staff.

### ***Performance Evaluation***

CAFB assesses its services on an ongoing basis. Key metrics for evaluation include the number of clients served compared to the assessed need within the community, growth in pounds of food received and distributed, operational efficiency and reduction of food waste, nutritional quality of food distributed, and targeted services that address gaps in the existing emergency food service network.

Quantitative and qualitative goals are set by each CAFB department annually, and reported to executive staff members monthly (at minimum). CAFB's board of directors meets quarterly to review key performance indicators, and intervene as necessary.

As a member of Feeding America, CAFB receives detailed analysis of its own programs and client base, as well as those of other food banks throughout the state and country. CAFB must also undergo compliance audits every two years at minimum in order to ensure programs and operations meet Feeding America standards.

### ***Quality Improvement***

CAFB conducts close monitoring, and receives regular feedback from its Partner Agencies. CAFB verifies Partner Agencies are properly screening clients for eligibility, and maintaining necessary records through annual monitoring visits. These visits verify client intake forms are kept on site for a minimum of three years, that agencies understand and use the most up-to-date TEFAP income eligibility information, monthly reports are accurate, and safe food handling practices are followed.

Partner Agencies are surveyed annually to assess program satisfaction and determine how service can be improved. Management reviews this data and suggestions are considered, evaluated, often implemented. Demand for services is also closely monitored to assess client needs throughout CAFB's service area, and agencies report on any local challenges they may face on an ongoing basis.

### ***Service Coordination with Other Agencies***

CAFB works with several other agencies to connect with potential clients, or to direct low-income individuals to CAFB's services. The United Way of Greater Austin's 2-1-1 service provides client referrals to CAFB Partner Agencies or direct services. Service organizations host food drives and provide thousands of volunteer hours sorting and ensuring the quality of donated food in CAFB's warehouse. If CAFB SSO staff determine a client is likely eligible for additional benefits for which they cannot provide direct application assistance (e.g. WIC), they will refer the client to another agency where help can be provided. CAFB works with community agencies to provide client referrals for benefit application assistance, or host Social Service Outreach Coordinators on site where they serve clients to provide in-person outreach information and applications assistance.

CAFB staff members conduct benefit outreach and application assistance through a variety of community partners including CAFB Partner Agencies, Foundation Communities, Front Steps, Trinity Center, RBJ Center, Refugee Services of Texas, and Meals on Wheels and More.

### ***Service Collaboration with Other Agencies***

No formal collaborations exist, however CAFB works with 140 Partner Agencies to provide food within Austin Travis County.

### ***Community Planning Activities***

The Capital Area Food Bank is one of more than 200 food banks in the United States that are members of the Feeding America network. It is also a member of the Feeding Texas (formerly the Texas Food Bank Network). Feeding Texas is composed of 20 Texas food banks that are members of Feeding America. These affiliations provide statewide and national resources, best-practices, and coordination of hunger relief efforts.

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## Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2018

### Program Goals And Objectives

The primary strategy of the Social Service Outreach (SSO) program is to relieve hunger for low-income and food insecure people living in Travis County and the City of Austin through enrollment assistance for public benefits, e.g. Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and Children's Health Insurance Program (CHIP), which provide additional resources that relieve strained household budgets.

### Program Clients Served

City of Austin program eligibility guidelines are waived. CAFB has executed a "Memorandum of Understanding between Feeding Texas and CAFB (the Community Partner), for the Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Medicaid, CHIP. The guidelines provided by HHSC for administration of the program state: "Remember only HHSC can determine eligibility for HHSC-administered programs. CPI staff do not determine eligibility; applicants may apply for any program they wish even if it appears they are not eligible" (pg. 31 of 63 in the Welcome to Self Service Portal Training for Community Partner Interviewer Demonstration Project Team Members).

Even though eligibility is waived for the above reasons, CAFB will collect the below information. This information will be kept by CAFB for a period of 120 days. From this information, HHSD will be able to review files for those clients who are residents of the City of Austin and/or Travis County and whose income is projected to fall below 200% FPL.

#### Identification:

- Copy of ID as a requirement for application submission
  - Signed application certifying client is who they claim to be on front page of application: Section B, includes the first client signature
  - Signed Self-Declaration on page 20/Section W: "I certify under penalty of perjury that the information I have provided on this application is true and complete to the best of my knowledge. If it is not, I may be subject to criminal prosecution."
- Sign Here to Show You Agree:  
Client Signature and date  
Sign here if you are applying for benefits. Or if you are the authorized representative.

Residency: Clients are required to be residents of Texas and CAFB works within 21 counties in the Central Texas region

- Copy of ID and/or other documentation as a requirement for application submission
- Signed application certifying their address is what they claim on the front page of application
- For online applications: Auto-population of County in on-line application when fill in address
- For paper applications: County verification will be manually confirmed for COA only

Income: CAFB communicates to clients eligibility for SNAP benefits requirements, and thus targets those at 165% FPL or below per HHSC guidelines; however there will be clients who wish to apply whose income falls above this threshold

- Signed Self-Declaration on page 20/Section W

- Signed Self-Attestation of income

Signed Self-Attestation of income (H1049), Client's Statement of Self-Employment Income.

This SSO representative gives page 1-2 of Form H1049 to each client with self-employment of income. The client completes all items on the form. The form must be signed and dated by the applicant, spouse, or authorized representative. If an SSO representative assists in completing the form, the representative provides his or her initials.

#### Release of Information

CAFB requests that clients sign and date an ROI prior to receiving support services. This procedure is a best practice but not a requirement of the State, given that the form is not required in order to apply for benefits.

### Program Services And Delivery

CAFB conducts outreach to provide information on SNAP and other benefits, and one-on-one application assistance for eligible clients. At food distributions, and other community gathering points, SNAP outreach staff set up tables in a private space equipped with informational brochures, a computer with internet access, and a scanner. Outreach staff members are also available by appointment at CAFB's headquarters, meet with walk-in clients, and provide application assistance by phone. In addition to SNAP screening and application assistance, clients are also screened for Children's Medicaid, CHIP,

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## ***Program Work Statement***

***Contract Start Date***

9/1/2015

***Contract End Date***

9/30/2018

TANF, and Women's Health Program eligibility and provided application assistance.

### ***System for Collecting and Reporting Program Data***

CAFB records the total number of submitted applications monthly by individual Social Service Outreach Coordinators and by county of residences for SNAP, Children's Medicaid, TANF, CHIP, and the Women's Health Program in an Excel spreadsheet maintained by CAFB's Social Services Outreach Supervisor.

The Texas Health and Human Services Commission provides CAFB with limited information regarding the outcome of benefit applications submitted on behalf of clients. This includes the number of applications submitted on behalf of clients via the THHSC online portal, the number of approved applications, and the number of denied applications by benefit type. CAFB does not receive information on the status of individual client cases.

### ***Performance Evaluation***

CAFB assesses its services on an ongoing basis. Key metrics for evaluation include the number of clients served compared to the assessed need within the community, growth in pounds of food received and distributed, operational efficiency and reduction of food waste, nutritional quality of food distributed, and targeted services that address gaps in the existing emergency food service network.

Quantitative and qualitative goals are set by each CAFB department annually, and reported to executive staff members monthly (at minimum). CAFB's board of directors meets quarterly to review key performance indicators, and intervene as necessary.

As a member of Feeding America, CAFB receives detailed analysis of its own programs and client base, as well as those of other food banks throughout the state and country. CAFB must also undergo compliance audits every two years at minimum in order to ensure programs and operations meet Feeding America standards.

### ***Quality Improvement***

CAFB conducts close monitoring, and receives regular feedback from its Partner Agencies. CAFB verifies Partner Agencies are properly screening clients for eligibility, and maintaining necessary records through annual monitoring visits. These visits verify client intake forms are kept on site for a minimum of three years, that agencies understand and use the most up-to-date TEFAP income eligibility information, monthly reports are accurate, and safe food handling practices are followed.

Partner Agencies are surveyed annually to assess program satisfaction and determine how service can be improved. Management reviews this data and suggestions are considered, evaluated, often implemented. Demand for services is also closely monitored to assess client needs throughout CAFB's service area, and agencies report on any local challenges they may face on an ongoing basis.

### ***Service Coordination with Other Agencies***

CAFB works with several other agencies to connect with potential clients, or to direct low-income individuals to CAFB's services. The United Way of Greater Austin's 2-1-1 service provides client referrals to CAFB Partner Agencies or direct services. Service organizations host food drives and provide thousands of volunteer hours sorting and ensuring the quality of donated food in CAFB's warehouse. If CAFB SSO staff determine a client is likely eligible for additional benefits for which they cannot provide direct application assistance (e.g. WIC), they will refer the client to another agency where help can be provided. CAFB works with community agencies to provide client referrals for benefit application assistance, or host Social Service Outreach Coordinators on site where they serve clients to provide in-person outreach information and applications assistance.

CAFB staff members conduct benefit outreach and application assistance through a variety of community partners including CAFB Partner Agencies, Foundation Communities, Front Steps, Trinity Center, RBJ Center, Refugee Services of Texas, and Meals on Wheels and More.

### ***Service Collaboration with Other Agencies***

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Last Modified, If Applicable 9/22/2015 9:48:00 AM

## ***Program Work Statement***

*Contract Start Date*      9/1/2015      *Contract End Date*      9/30/2018

No formal collaborations exist, however CAFB works with 140 Partner Agencies to provide food within Austin Travis County.

### ***Community Planning Activities***

The Capital Area Food Bank is one of more than 200 food banks in the United States that are members of the Feeding America network. It is also a member of the Feeding Texas (formerly the Texas Food Bank Network). Feeding Texas is composed of 20 Texas food banks that are members of Feeding America. These affiliations provide statewide and national resources, best-practices, and coordination of hunger relief efforts.

***Program Performance Measures****Contract Start*  
9/1/2015*Contract End*  
9/30/2018*Period Performance Start*  
10/1/2015*Period Performance End*  
9/30/2016***Outputs***

<i>OP #</i>	<i>Output Measure Description</i>	<i>Period Goal</i>		
		<i>City</i>	<i>Other</i>	<i>Total</i>
1	Total Number of Unduplicated Clients Served	6960	283040	290000

## Program Performance Measures

Contract Start  
9/1/2015

Contract End  
9/30/2018

Period Performance Start  
10/1/2015

Period Performance End  
9/30/2016

### Outcomes

OC Outcome Measure  
Item Description

Total  
Program  
Goal

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2018**Period Performance Start**  
10/1/2015**Period Performance End**  
9/30/2016**Outputs**

<b>OP #</b>	<b>Output Measure Description</b>	<b>Period Goal</b>		
		<b>City</b>	<b>Other</b>	<b>Total</b>
1	Total Number of Unduplicated Clients Served	363	1857	2220

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2018**Period Performance Start**  
10/1/2015**Period Performance End**  
9/30/2016**Outcomes**

<b>OC Item</b>	<b>Outcome Measure Description</b>	<b>Total Program Goal</b>
1 Num	Number of individuals obtaining or maintaining public benefits	500
1 Den	Number of individuals in program	2220
1 Rate		22.52

**Program Budget and Narrative**

Program Start 9/1/2015  
 Program End 9/30/2016

	City Share	Other	Total
<i>Salary plus Benefits</i>	\$210,047.00	\$3,558,924.00	\$3,768,971.00
<i>General Operations Expenses</i>	\$0.00	\$4,574,894.00	\$4,574,894.00
<i>Program Subcontractors</i>	\$0.00	\$0.00	\$0.00
<i>Staff Travel</i>	\$0.00	\$59,288.00	\$59,288.00
<i>Conferences</i>	\$0.00	\$33,744.00	\$33,744.00
<i>Operations SubTotal</i>	\$0.00	\$4,667,926.00	\$4,667,926.00
<i>Food and Beverages for Clients</i>	\$0.00	\$0.00	\$0.00
<i>Financial Direct Assistance to Clients</i>	\$0.00	\$0.00	\$0.00
<i>Other Assistance</i>	Please Specify	Please Specify	Please Specify
<i>Other Assistance Amount</i>	\$0.00	\$0.00	\$0.00
<i>Direct Assistance SubTotal</i>	\$0.00	\$0.00	\$0.00
<i>Capital Outlay Amount</i>	\$0.00	\$269,509.00	\$269,509.00
<b>Total</b>	<b>\$210,047.00</b>	<b>\$8,496,359.00</b>	<b>\$8,706,406.00</b>

**Detailed Budget Narrative****Salaries plus Benefits**

11.26% Salary and Benefit reimbursement for 32 staff positions essential to providing hunger relief to City of Austin and Travis County residents. Includes staff responsible for Logistics, Food Handling, Volunteer Supervision, and Agency Support.

**General Op Expenses****Program Subcontractors****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**

**Program Budget and Narrative**

Program Start 9/1/2015  
 Program End 9/30/2016

	City Share	Other	Total
Salary plus Benefits	\$59,720.00	\$237,462.00	\$297,182.00
General Operations Expenses	\$0.00	\$15,290.00	\$15,290.00
Program Subcontractors	\$0.00	\$0.00	\$0.00
Staff Travel	\$0.00	\$2,616.00	\$2,616.00
Conferences	\$0.00	\$1,304.00	\$1,304.00
Operations SubTotal	\$0.00	\$19,210.00	\$19,210.00
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00
Financial Direct Assistance to Clients	\$0.00	\$0.00	\$0.00
Other Assistance	Please Specify	Please Specify	Please Specify
Other Assistance Amount	\$0.00	\$0.00	\$0.00
Direct Assistance SubTotal	\$0.00	\$0.00	\$0.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00
Total	\$59,720.00	\$256,672.00	\$316,392.00

**Detailed Budget Narrative****Salaries plus Benefits**

Salary and Benefit reimbursement for staff positions essential to providing application and enrollment assistance for public benefits to City of Austin and Travis County residents

**General Op Expenses****Program Subcontractors****Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**

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**CITY OF AUSTIN, TEXAS**  
Purchasing Office  
**REQUEST FOR APPLICATION (RFA)**

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**SOLICITATION NO:** EAD0116

**DATE ISSUED:** 2/24/14

**COMMODITY CODE:** 95243

**FOR CONTRACTUAL AND TECHNICAL  
ISSUES CONTACT THE FOLLOWING  
AUTHORIZED CONTACT PERSON:**

Erin D'Vincent

Senior Buyer

**Phone:** (512) 972-4017

**E-Mail:** [Erin.D'Vincent@austintexas.gov](mailto:Erin.D'Vincent@austintexas.gov)

Questions regarding the RFA shall be sent to  
[CityHSRFA2014@austintexas.gov](mailto:CityHSRFA2014@austintexas.gov)

**COMMODITY/SERVICE DESCRIPTION:** Self Sufficiency Social  
Services

**NON-MANDATORY PRE-PROPOSAL CONFERENCE DATE AND  
TIME OPTION ONE:** 3/5/14, 2 PM – 4 PM, local time

**LOCATION:** Rutherford Lane Campus, Building 1 Auditorium  
1520 Rutherford Lane, Austin, TX 78754

**NON-MANDATORY PRE-PROPOSAL CONFERENCE DATE AND  
TIME OPTION TWO:** 3/19/14, 9 AM – 11 AM, local time

**LOCATION:** Rutherford Lane Campus, Building 1 Auditorium  
1520 Rutherford Lane, Austin, TX 78754

**APPLICATION DUE PRIOR TO:** 4/24/14, 11 AM, local time

**APPLICATION CLOSING TIME AND DATE:** 4/24/14, 11 AM, local  
time

**LOCATION:** MUNICIPAL BUILDING, 124 W 8<sup>th</sup> STREET  
RM 308, AUSTIN, TEXAS 78701

**All documents shall be submitted the address below:**

City of Austin, Purchasing Office
Municipal Building
124 W 8 <sup>th</sup> Street, Rm 308
Austin, Texas 78701
Reception Phone: (512) 974-2500

Please note, you should have two sealed envelopes with your Offer. All Offers that are not submitted in separate, sealed envelopes or containers will not be considered. Your Offer should consist of a sealed envelope or container with your Threshold Review Checklist and all accompanying documents and a separate sealed envelope or container with your Application and electronic copies.

---

**SUBMIT 1 ORIGINAL AND 6 ELECTRONIC COPIES OF YOUR RESPONSE ON A CD OR  
FLASH DRIVE**

**\*\*\*SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT\*\*\***

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	5
0500	SCOPE OF WORK	10
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	14
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	1
0610	APPLICATION THRESHOLD CHECKLIST	1
0615	CONNECTION TO THE GOALS AND CATEGORIES	1
0620	CLIENT ELIGIBILITY REQUIREMENTS	4
0625	HOMELESS HOUSING HABILITY STANDARDS	1
0630	HOMELESS MANAGEMENT INFORMATION SYSTEMS	1
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0800	NON-DISCRIMINATION CERTIFICATION	*
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1

\* Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of these Sections are available, on the Internet at the following online address:

[http://www.austintexas.gov/financeonline/vendor\\_connection/index.cfm#STANDARDBIDDDOCUMENTS](http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDDOCUMENTS)

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8<sup>th</sup> Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

Solicitation No. RFP EAD0116

I agree to abide by the City's MBE/WBE Procurement Program Ordinance and Rules. In cases where the City has established that there are no M/WBE subcontracting goals for a solicitation, I agree that by submitting this offer my firm is completing all the work for the project and not subcontracting any portion. If any service is needed to perform the contract that my firm does not perform with its own workforce or supplies, I agree to contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service and am including the completed No Goals Utilization Plan with my submittal. This form can be found Under the Standard Bid Document Tab on the Vendor Connection Website:

[http://www.austintexas.gov/financeonline/vendor\\_connection/index.cfm#STANDARDBIDDOCUMENTS](http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS)

If I am awarded the contract I agree to continue complying with the City's MBE/WBE Procurement Program Ordinance and Rules including contacting SMBR if any subcontracting is later identified.

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: Capital Area Food Bank of Texas, Inc.  
Federal Tax ID No.: [REDACTED]  
Printed Name of Officer or Authorized Representative: Hank Perrot  
Title: President + CEO  
Signature of Officer or Authorized Representative: [Signature]  
E-Mail Address: hperrot@capitalareafbank.org  
Phone Number: 512-282-2111  
Date: 4/13/14

\* Application response must be submitted with this Offer sheet to be considered for award

Solicitation No. RFP EAD0116

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS**

The following Supplemental Purchasing Provisions apply to this solicitation:

**1. EXPLANATIONS OR CLARIFICATIONS:** (reference paragraph 5 in Section 0200)

All requests for explanations or clarifications must be submitted in writing to [CityHSRFA2014@austintexas.gov](mailto:CityHSRFA2014@austintexas.gov) by 4 PM on April 11<sup>th</sup>, 2014. Questions not submitted to the email address above or after the deadline will not be addressed. Questions and Answers will be available at the following link: <http://austintexas.gov/article/social-services-solicitation>

**2. INSURANCE:** Insurance is required for this solicitation.

**Contractor shall have, and shall require all Subcontractors of every tier providing services under this Contract to have,** Standard Insurance meeting the General Requirements as set forth below and sufficient to cover the needs of Contractor and/or Subcontractor pursuant to applicable generally accepted business standards. Depending on services provided by Contractor and/or Subcontractor(s), Supplemental Insurance Requirements or Alternate Insurance Options shall be imposed as follows:

**I. General Requirements Applicable to All Contractors' Insurance.**

The following requirements (A-J) apply to the **Contractor and to Subcontractor(s) of every tier** performing services or activities pursuant to the terms of this Contract. Contractor acknowledges and agrees to the following concerning insurance requirements applicable to Contractor and Contractor's Subcontractor(s):

- A. The minimum types and limits of insurance indicated below shall be maintained throughout the duration of the Contract.
- B. Insurance shall be written by companies licensed in the State of Texas with an A.M. Best rating of B+ VII or higher.
- C. Prior to commencing work under this Contract, the required insurance shall be in force as evidenced by a Certificate of Insurance issued by the writing agent or carrier. A copy of the Certificate of Insurance shall be forwarded to the Human Services Administration Unit upon request. Execution of this Contract will not occur until such evidence of insurance has been provided and accepted by the City.
- D. Certificates of Insurance shall include the endorsements outlined below and shall be submitted to the Human Services Administration Unit. The Certificate(s) shall show the City of Austin Contract number and all endorsements by number.
- E. Insurance required under this Contract which names City of Austin as Additional Insured shall be considered primary for all claims.
- F. Insurance limits shown below may be written as primary or structured using primary and excess or umbrella coverage that follows the form of the primary policy.
- G. City shall be entitled, upon its request and without expense, to receive certified copies of policies and endorsements.
- H. City reserves the right to review insurance requirements during any term of the Contract and to require that Contractor make reasonable adjustments when the scope of services has been expanded.
- I. Contractor shall not allow any insurance to be cancelled or lapse during any term of this Contract. Contractor shall not permit the minimum limits of coverage to erode or otherwise be reduced. Contractor shall be responsible for all premiums, deductibles and self-insured retention. All deductibles and self-insured retention shall be shown on the Certificates of Insurance.
- J. Insurance coverages specified in this Contract are not intended and will not be interpreted to limit the responsibility or liability of the Contractor or Subcontractor(s).

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS**

- K. The City will accept endorsements providing equivalent coverage if the insurance carrier does not use the specific endorsements indicated below.

**II. Specific Requirements**

The following requirements (II.A - II.G, inclusive) apply to the **Contractor and to Subcontractor(s) of every tier** performing services or activities pursuant to the terms of this Contract. Contractor acknowledges and agrees to the following concerning insurance requirements applicable to Contractor and Contractor's Subcontractor(s):

**A. Workers' Compensation and Employers' Liability Insurance**

1. Coverage shall be consistent with statutory benefits outlined in the Texas Workers' Compensation Act.
2. Employers' Liability limits are
  - \$100,000 bodily injury each accident
  - \$100,000 bodily injury by disease
  - \$500,000 policy limit
3. Policies under this Section shall apply to State of Texas and include the following endorsements in favor of City of Austin:
  - a. Waiver of Subrogation (Form 420304)
  - b. Thirty (30) day Notice of Cancellation (Form 420601)

**B. Commercial General Liability Insurance**

1. Minimum limits:
  - \$500,000\* combined single limit per occurrence for coverage A and B.
  - \*Supplemental Insurance Requirement
  - If eldercare, childcare, or housing for clients is provided, the required limits shall be:
    - \$1,000,000 per occurrence
2. The Policy shall contain or be endorsed as follows:
  - a. Blanket Contractual liability for this Contract
  - b. Products and Completed Operations
  - c. Independent Contractor Coverage
3. The Policy shall also include the following endorsements or endorsements providing equivalent coverage in favor of City of Austin:
  - a. Waiver of Subrogation (Form CG 2404)
  - b. Thirty (30) day Notice of Cancellation (Form CG 0205)
  - c. City of Austin named as additional insured (Form CG 2010)
4. If care of a child is provided outside the presence of a legal guardian or parent, the Contractor shall provide coverage for sexual abuse and molestation for a minimum limit of \$500,000 per occurrence.
  - The policy shall be endorsed to cover injury to a child while the child is in the care of the Contractor or Subcontractor.

**C. Business Automobile Liability Insurance**

1. Minimum limits:

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\$500,000 combined single limit per occurrence

- a. If any form of transportation for clients is provided, coverage for all owned, non-owned, and hired vehicles shall be maintained with a combined single limit of \$1,000,000 per occurrence.
2. The Policy shall also include the following endorsements or endorsements providing equivalent coverage in favor of City of Austin:
  - a. Waiver of Subrogation (Form CA 0444)
  - b. Thirty (30) day Notice of Cancellation (Form CA 0244)
  - c. City of Austin named as additional insured (Form CA 2048)

**D. Professional Liability Insurance**

Coverage shall be provided with a minimum limit of \$1,000,000 per claim to cover negligent acts, errors, or omissions arising out of Professional Services under this Contract.

**E. Blanket Crime Policy Insurance**

A Blanket Crime Policy **providing coverage for employee dishonesty** shall be required with limits equal to or greater than the sum of all Contract Funds allocated by the City. Acceptance of alternative limits shall be approved by the HHSD Director.

**F. Directors and Officers Insurance**

Directors and Officers Insurance with a minimum of not less than \$1,000,000 per claim shall be in place for protection from claims arising out of negligent acts, errors or omissions for directors and officers while acting in their capacities as such. If coverage is underwritten on a claims-made basis, the retroactive date shall be coincident with or prior to the date of the Agreement and the certificate of insurance shall state that the coverage is claims made and the retroactive date. The coverage shall be continuous for the duration of the Agreement and for not less than twenty-four (24) months following the end of the Agreement. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the Agreement or evidence of prior acts or an extended reporting period acceptable to the City may be provided. The Contractor shall, on at least an annual basis, provide the City with a certificate of insurance as evidence of such insurance.

**G. Property Insurance**

If the Contract provides funding for the purchase of property or equipment the Contractor shall provide evidence of all risk property insurance for a value equivalent to the replacement cost of the property or equipment.

- H. Commercial Crime Insurance** for all losses emanating from the handling of checks or cash including but not limited to losses resulting from dishonest or criminal acts, fraud, embezzlement, forgery, misappropriation or loss of funds and errors in the processing or reporting of funds. This policy shall be written for a minimum limit of the sum total dollar amount of City contracts for social services.

- III. Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

**3. TERM OF CONTRACT:**

- A. The Contract shall be in effect for an initial term of 36 months and may be extended thereafter for up to 3 additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

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- B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 180 days unless mutually agreed on in writing).
- C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.
- D. Prices are firm and fixed for the first 12 months. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.

**4. RECYCLED PRODUCTS:**

- A. The City prefers that Offerors offer products that contain recycled materials. When a recycled product is offered by the Offeror, the Offeror must state in their Offer the percentage of the product that is recycled and must include a list of the recycled materials that are contained in the product.
- B. The recycled content of paper products offered to the City shall be in accordance with the Federal Environmental Protection Agency's Recycled Product Procurement Guidelines. These guidelines are available at <http://www.epa.gov/cpg/>.

**5. INTERLOCAL PURCHASING AGREEMENTS:** (applicable to competitively procured goods/services contracts).

- A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible governmental agencies that have an interlocal agreement with the City.
- B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

**7. OWNERSHIP AND USE OF DELIVERABLES:** The City shall own all rights, titles, and interests throughout the world in and to the Deliverables.

- A. **Patents:** As to any patentable subject matter contained in the Deliverables, the Contractor agrees to disclose such patentable subject matter to the City. Further, if requested by the City, the Contractor agrees to assign and, if necessary, cause each of its employees to assign the entire right, title, and interest to specific inventions under such patentable subject matter to the City and to execute, acknowledge, and deliver and, if necessary, cause each of its employees to execute, acknowledge, and deliver an assignment of letters patent, in a form to be reasonably approved by the City, to the City upon request by the City.
- B. **Copyrights:** As to any Deliverable containing copyrighted subject matter, the Contractor agrees that upon their creation, such Deliverables shall be considered as work made-for-hire by the Contractor for the City and the City shall own all copyrights in and to such Deliverables, provided however, that nothing in this Paragraph 36 shall negate the City's sole or joint ownership of any such Deliverables arising by virtue of the City's sole or joint authorship of such Deliverables. Should by operation of law, such Deliverables not be considered work made-for-hire, the Contractor hereby assigns to the City (and agrees to cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver an assignment to the City of Austin) all worldwide right, title, and interest in and to such Deliverables. With respect to such work made-for-hire, the Contractor agrees to execute, acknowledge and deliver and cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver a work-for-hire agreement, in a form to be reasonably approved by the City, to the City upon delivery of such Deliverables to the City or at such other time as the City may request.

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- C. **Additional Assignments:** The Contractor further agrees to, and if applicable, cause each of its employees to execute, acknowledge, and deliver all applications, specifications, oaths, assignments, and all other instruments which the City might reasonably deem necessary in order to apply for and obtain copyright protection, mask work registration, trademark registration and/or protection, letters patent, or any similar rights in any and all countries and in order to assign and convey to the City, its successors, assigns, and nominees, the sole and exclusive right, title, and interest in and to the Deliverables. The Contractor's obligations to execute acknowledge, and deliver (or cause to be executed, acknowledged, and delivered) instruments or papers such as those described in this Paragraph 36 A., B., and C. shall continue after the termination of this Contract with respect to such Deliverables. In the event the City should not seek to obtain copyright protection, mask work registration or patent protection for any of the Deliverables, but should arise to keep the same secret, the Contractor agrees to treat the same as Confidential Information under the terms of Paragraph above.

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**1. INTRODUCTION**

The overall objective for this competitive solicitation is to establish contracts with community-based organizations for services that promote self-sufficiency across the Life Continuum in an amount approximately \$13,815,227 per 12-month period. The contracted services shall target people who are residents of Austin and/or Travis County with gross income at or below 200% of federal poverty guidelines, with exceptions to this eligibility requirement for services designed specifically for homeless individuals and families and services designed specifically for victims of sexual and domestic violence.

To that end, the City of Austin (City) seeks applications in response to this Request for Applications (RFA) from qualified providers (Applicants) with demonstrated experience in providing social services to children, youth, adults and families, and/or seniors and persons with disabilities with diverse needs along a self-sufficiency continuum. The City requests applications that address social services' self-sufficiency goals across the Life Continuum.

**1.1 Self-sufficiency Goals:**

- a. Safety Net/Infrastructure Services: Ensure that no person is without such basic necessities as food, clothing, health, shelter, and behavioral health care, or constitutionally-guaranteed legal rights
- b. Transition Out of Poverty: Ensure developmental, educational, employment and other special opportunities for disadvantaged persons to further self-reliance
- c. Problem Prevention: Deter the growth of problem conditions at the individual and community level through education, preventive physical and behavioral health programs, crime prevention and other preventive programs
- d. Universal Support Services: Provide family and societal support services in response to long-term issues such as poverty and new problems created by urbanization and technological advances. These include education, child care, counseling and assistance for the aging, youth, homeless, and unemployed, rehabilitation services and other support rehabilitation services
- e. Enrichment: Encourage personal development and community enrichment through cultural and educational programs

**1.2 Life Continuum Categories:**

- a. Early Childhood: Represents the critical developmental period from birth through 5 years old. It provides the continuum of care (prevention, intervention, and treatment) that nurtures children to their optimal development in all domains: physical, social, emotional, language, and intellectual. Early childhood services support the evidence that children's development is intertwined with their environments and relationships at home, at school, and in the community, and with the adults in those environments including parents/families, caregivers, teachers, and service providers.
- b. Youth: Focuses on the lives and needs of youth and adolescents, defined as individuals ages 6-21, by addressing areas of opportunity, out of school time, youth enrichment, and healthy development. Through the participation of these programs, youth are given the

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tools to successfully transition through the educational continuum to employment; experience physical and emotional well-being; understand learning and training opportunities; and experience positive growth for themselves and their community.

- c. **Adults and Families:** Focuses on assisting adults and families with meeting their essential needs and improving or maintaining their quality of life by providing basic needs, housing and homeless services, behavioral health, workforce development and other social services.
- d. **Seniors & Persons with Disabilities:** With a rapidly growing number of seniors, defined as individuals of 55 years of age or older, and a significant population of people with disabilities, including both physical and mental disabilities, services to these individuals are intended to help them maintain dignity, independent living, housing stability, and to assist with basic needs.

Contracts entered into under this RFA are anticipated to be for an initial three-year period, beginning October 1, 2015, with three one-year renewal options for a total contract period not to exceed six (6) years. All contracts awarded through this solicitation will require authorization of the Austin City Council. The City Council has directed that final contract decisions be consistent with the goals of the Imagine Austin Comprehensive Plan and other community plans outlined in this solicitation.

## **2. BACKGROUND**

### A Focus on Self-Sufficiency Across the Life Continuum

In preparation for this RFA, the City engaged a broad range of stakeholders in community conversations and consulted various local, state, and federal action plans and reports. These efforts highlighted issue areas that promote self-sufficiency across the Life Continuum such as: 1) Basic Needs, 2) Behavioral Health, 3) Child and Youth Services, 4) Homeless Services, and 5) Workforce Development.

The following plans and reports identify significant needs in our community, gaps in services, and/or best practices for strategies that foster and support self-sufficiency for individuals and families. This is a partial list of the documents used and does not include all applicable plans and reports.

- a. *School Readiness Action Plan* (May 2012), UnitedWay
- b. *Priority Outcomes for Child and Youth Well-being*, (2012) Ready by 21 Coalition of Central Texas
- c. *Travis County Community Impact Report* (2012), Travis County HHS & VS
- d. *Hunger and Homelessness Survey* (Dec 2012), The U.S. Conference of Mayors
- e. *CAN Community Dashboard* (2012, 2013), Community Advancement Network
- f. *Permanent Supportive Housing Strategy* (September 2010), City of Austin & CSH
- g. *Home Health Quality Initiative* (April 2013), Centers for Medicare & Medicaid Services
- h. *10 Year Plan to End Homelessness* (2010), Ending Community Homelessness Coalition

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- i. *American Community Survey* (2012), U.S. Census Bureau – and the *Travis County Snapshot from the 2012 American Community Survey*, Travis County HHS & VS
- j. *SAMHSA's National Registry of Evidence-based Programs and Practices* (2013), The Substance Abuse and Mental Health Services Administration
- k. *Austin/Travis County Community Health Assessment* (2012), A/TCHHSD, Travis County HHS & VS, Central Health, St. David's Foundation, Seton Healthcare Family, UTHSC
- l. *Mayor's Mental Health Task Force Final Report* (2005), Austin/Travis County Behavioral Health Planning Partnership
- m. *Embracing an Age Diverse Austin: Mayor's Task Force on Aging Report and Recommendations* (2013), Mayor's Task Force on Aging
- n. *Imagine Austin* (2012), City of Austin

As the community's social and economic environment continues to change, the City will invest in social services that focus on promoting and sustaining self-sufficiency for targeted individuals and families across the Life Continuum.

### **3. PRINCIPAL OBJECTIVE & GOALS**

This RFA establishes an open and competitive process which encourages applications that are client-centered and employ evidence-based, research-based or promising practices that promote self-sufficiency across the Life Continuum. This RFA requires the service strategy/strategies proposed be consistent with one or more of the goals outlined below:

- a. Early Childhood:
  1. **READY FAMILIES GOALS:** Parents have a secure attachment to their infants and young children. Parents respond appropriately to their children's cues. Families provide stimulating learning experiences for their children prior to school entry. Families are financially stable.
  2. **READY SERVICES: EARLY CHILDHOOD EDUCATION GOALS:** Affordable, accessible early education services are available for all families. Available early education services are culturally relevant, healthful, engaging, rigorous, and are of sufficient quality to measurably impact school readiness outcomes.
  3. **READY SERVICES: PREVENTATIVE PRIMARY CARE & MENTAL HEALTH GOALS:** Children and family members are linked to preventative physical and mental health services and treatment as needed. Children with developmental delays are referred to appropriate services.
  4. **READY CHILDREN GOALS:** Low-income Travis County children ages 0–5 are happy, healthy and prepared for school success.  
*(School Readiness Action Plan)*
- b. Youth:
  1. Children, youth and young adults:

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- i. Are physically healthy
  - ii. Are physically safe
  - iii. Respect diversity and demonstrate empathy and pro-social behaviors
  - iv. Engage in community, school and/or extracurricular activities
  - v. Are aware of, appreciate and demonstrate behaviors of personal and social responsibility
  - vi. Have good mental health and are emotionally resilient
  - vii. Avoid risky behaviors
  - viii. Are academically successful
  - ix. Have awareness and positive attitudes about adult careers
  - x. Graduate from high school college- and/or career-ready and prepared for a Life of learning
  - xi. Successfully complete post-secondary education or training
  - xii. Are productive and equipped to reach financial self-sufficiency
- (Ready by 21)**

c. Adults and Families:

1. Basic Needs: Individuals and families have resources for the most fundamental aspects of daily living such as food, housing, utilities, safety and personal care. Basic needs services are often emergency or short-term services provided during/after a crisis or following a prolonged period of extremely limited resources. Typically these needs must be met before an individual or family has the capacity to transition out of poverty and into self-sufficiency.
2. Homeless & Housing Services: People at risk of becoming homeless, the situational homeless and the chronic homeless will be identified early and receive the assistance they need to maintain and receive appropriate housing (***Ending Community Homeless Coalition - ECHO***). People experiencing homelessness have access to a safe and secure environment where they are offered a variety of services, including case management, safe sleep, mental/physical supports, and resource information to address a variety of needs. Individuals and families who have experienced violence or abuse have access to trauma-informed emergency shelter, transitional and/or other housing and support services to stabilize, heal, and build self-sufficiency.
3. Behavioral Health: Austin/Travis County will be a community that promotes the mental and physical health of its residents and all persons of all cultures and all special populations will have access to prevention, intervention, treatment, and recovery support services of substance use disorders and mental illness (***Behavioral Health Planning Partnership***).
4. Workforce Development: Individuals are connected to jobs with good wages, benefits and career path opportunities to transition out of poverty and promote self-sufficiency. In many cases, for individuals to successfully transition into sustained employment, basic adult education and language acquisition services are required in addition to certifications and skills based instruction. Improve access to high quality adult education, including English as a Second Language, General Education Development, Adult Basic Education, computer literacy, financial literacy and health

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literacy to obtain literacy skills necessary for self-sufficiency (*Literacy Coalition of Central Texas*). Reduce disparities in education, employment and income (*Workforce Solutions Strategic Plan, Overarching Goals*).

d. Seniors & Persons with Disabilities:

1. Seniors:

- i. Provide a continuum of services and supports that help older adults “age in place/community” and avoid premature or unnecessary institutionalization (e.g., hospital, nursing homes, etc.)
- ii. Provide services that focus on the cognitive and mental/behavioral health of older adults such as late-life depression, anxiety, suicide prevention, substance abuse, and dementia.
- iii. Ensure access to meaningful opportunities for recreation and social engagement to avoid isolation, loneliness and depression.
- iv. Support family caregivers with services that promote their self-care, health and effectiveness (e.g., respite care, education, therapeutic counseling).
- v. Provide access to safe and affordable housing that allows older adults to age in place and have access to transportation options.

**(Mayor’s Task Force on Aging 2013)**

2. Persons with Disabilities:

- i. Provide a continuum of services and supports throughout the person’s Life to remain in community-based settings and avoid institutionalization (e.g., State Supported Living Center, prison, nursing homes, etc.).
- ii. Provide services and resources that support families and caregivers for the Life of the person with a disability (e.g., respite care, education, transitional services, etc.).
- iii. Provide access to affordable housing options that include accessible transportation opportunities to work, healthcare, shopping, education and play.
- iv. Provide opportunities for persons with disabilities to be employed in non-segregated, regular workplaces.
- v. Ensure access to meaningful day activities for adults with disabilities to avoid isolation, depression, and victimization

**(Intellectual and Developmental Disabilities Coalition; “Community Integration for People with Disabilities: Key Principles.”)**

**4. CONNECTION TO IMAGINE AUSTIN**

The Applicant shall indicate how the proposed strategy/strategies correspond to the Imagine Austin Comprehensive Plan vision statement and one or more of its core mission statements.

The Imagine Austin Comprehensive Plan vision statement states:

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## CITY OF AUSTIN

### 2014 SELF-SUFFICIENCY CONTINUUM FOR SOCIAL SERVICES

**“Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its citizens, and where the necessities of life are affordable and accessible to all.”**

Imagine Austin’s core mission statements, as they relate to the City’s social service investments, are as follows:

**Austin is Livable:** All residents have a variety of urban, suburban, and semi-rural lifestyle choices with access to quality schools, libraries, parks and recreation, health and human services, and other outstanding public facilities and services.

- a. Austin’s diverse population is active and healthy, with access to locally-grown, nourishing foods and affordable healthcare

**Austin is Educated:** Austin provides everyone with an equal opportunity for the highest quality of education that allows them to fully develop their potential. Networks of community partnerships support our schools and ensure that our children receive the resources and services they need to thrive and learn.

- a. Our school campuses provide safe and stable environments enabling future success
- b. Every child in Austin has the chance to engage with other cultures, communities, and languages, providing pathways for healthy development and the critical thinking skills students need as future citizens of Austin and the world.

**Austin is Prosperous:** Austin’s prosperity exists because of the overall health, vitality, and sustainability of the city as a whole — including the skills, hard work, and qualities of our citizens, the stewardship of our natural resources, and developing conditions that foster both local businesses and large institutions.

- a. Equitable opportunities are accessible to all through quality education, training, and good jobs

**Austin Values and Respects its People:** Austin is its people. Our city is home to engaged, compassionate, creative, and independent thinking people, where diversity is a source of strength, and where we have the opportunity to fully participate and fulfill our potential. People across all parts of the city and of ages and income levels live in safe, stable neighborhoods with a variety of affordable and accessible homes with access to healthy food, economic opportunity, healthcare, education, and transportation

<http://assets.austintexas.gov/webiacpfullreduced.pdf>.

## 5. PROGRAM STRATEGIES & TARGET POPULATION

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The City is intentionally leaving program strategies and target population options open beyond the criteria listed in this section for the areas described above, allowing Applicants to propose solutions to maintain, improve, or promote self-sufficiency throughout the Life Continuum in an effective and successful manner for the target population identified. Applicants are encouraged to incorporate strategies that reflect evidence-based or promising practices and the proposed strategies shall be aligned with the Life Continuum goals outlined in Section 3 of this RFA.

The Applicant shall clearly identify the primary Life Continuum category addressed by their application. Any additional Life Continuum category/categories being addressed shall also be identified. Applicants may propose multiple strategies either within the same application or in separate applications as appropriate for their targeted population(s).

Applicants shall clearly identify the target population(s) they plan to serve. If applicable, Applicants shall describe how they will serve clients who have a criminal history.

The services the City will purchase will include the following characteristics:

- a. Are client-centered with a holistic approach
- b. Serves high-risk clients living at or below 200% of poverty with significant and/or multiple barriers to self-sufficiency and stability
- c. Are Integrated with the community to improve access to supportive services
- d. Links client and services to other City-funded or City-operated services

The Applicant shall also provide data to demonstrate the need for the strategy/strategies being proposed. Data should include but is not limited to:

- a. Target Population demographic/Census data
- b. Target Population unmet need(s)
- c. Applicant's trends in Target Population unmet need(s)
- d. Waiting list information (if applicable)
- e. Data from community databases, such as Homeless Management Information System, showing Target Population unmet need(s) (if applicable)

If the proposed strategies cut across the Life Continuum and or are collaborative/cooperative with other service providers, Applicants shall indicate how the proposed strategies will be implemented to successfully reach individuals in multiple Life Continuum categories and/or how the proposed collaborative/cooperative will successfully work together to maximize service delivery to the target populations. For the purposes of this RFA, the terms "collaborative" and "cooperative" are defined below:

- Collaborative: a consortium with a lead agency/fiscal agent and subcontractors
- Cooperative: a consortium with a lead agency working in partnership with one or more other agencies

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Applicants may submit one or more applications as a primary contractor and may choose to participate as a subcontractor or partner in another application.

**6. OUTCOMES & OUTPUTS**

One or more of the following high-level outcomes designed to demonstrate progress in self-sufficiency through the Life Continuum is required for all applications. Additional outcomes may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

1. Percent of households that maintain housing or transition into housing
2. Percent of individuals who maintain or increase income
3. Percent of individuals who make progress toward treatment plan goals
4. Percent of children and youth who progress to the next developmental or academic level
5. Percent of individuals who demonstrate improved life skills and/or knowledge

All applications shall also include the following high-level output. Additional outputs may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

1. Number of unduplicated clients served per 12-month contract period
2. Number of unduplicated clients served during the initial 36-month contract period

**7. ELIGIBILITY REQUIREMENTS**

The eligibility requirements for this RFA are outlined in Section 0620 – Client Eligibility Requirements. The City requires all awarded agencies to maintain a complete and current record of client eligibility throughout the entire contract period (e.g. client file or electronic record) that includes documentation of the elements listed in Section 0620.

Applicants may propose alternate eligibility criteria from the requirements in Section 0620 for the proposed target population(s). If applicable, Applicants shall clearly define the proposed alternate eligibility criteria.

Applicants shall describe how the City Client Eligibility Requirements (Section 0620) or the proposed alternate eligibility criteria will be documented for the target population(s) identified in the application.

**8. FUNDING INFORMATION**

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- a. \$13,815,227 is available per 12-month period for all Life Continuum categories for a total three-year amount of \$41,445,681 dependent upon Austin City Council approval.
  - 1. The following funding amounts are available for each Life Continuum category per 12-month period:
    - i. Early Childhood - \$949,416
    - ii. Youth - \$1,961,339
    - iii. Adults and Family - \$7,327,622
    - iv. Seniors and People with Disabilities - \$813,804
    - v. \$2,763,045 is available to be awarded in any Life Continuum category
- b. Applicants shall apply for at least \$50,000 per 12-month period.
- c. It is the City's intent to provide initial three-year contract with three (3) one-year renewal options, for a total contract period not to exceed six (6) years. The initial three-year contract funding period will be October 1, 2015, through September 30, 2018.
- d. The City of Austin reserves the right to adjust the contract amount or scope of work over the contract period based on community needs, applicant's ability to expend funds in a timely manner or any other factor. When the City determines adjustments need to be made, the City will provide at least 90-day notice to the contractor.

**9. ELIGIBLE APPLICANTS**

- a. Any nonprofit or governmental agency that can legally contract with the City (as verified by the City Purchasing Office).
  - 1. City policy does not permit entering into a contract with an entity that owes taxes to the City.
  - 2. The Applicant and its principals may not be currently suspended or debarred from doing business with the Federal Government, as indicated by the United States General Services Administration list of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- b. Applicants shall be able to meet the City's insurance requirements for social service contractors. See the insurance requirements in Section 0400 of the RFP.
- c. Applicant's two most recent consecutive audit years:
  - 1. Shall reflect an unqualified and/or unmodified audit opinion
  - 2. Shall not reflect a "Going Concern Uncertainty"
  - 3. Shall not reflect financial management issues unless Applicant can provide evidence that necessary changes have been implemented.
- d. Applicant's Board of Directors shall:
  - 1. Have specific terms delineated by a beginning and ending date
  - 2. Meet in person a minimum of three times per fiscal year
  - 3. Have a process to review program performance, approve budgets, review financial performance and approve audit reports.
- e. Within the last five years, the Applicant shall have a minimum of two years successful experience working with the proposed target populations and providing the proposed services to clients.

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All Applicants must submit the following documents in a sealed envelope in the same package as their application:

- a. Completed Application Threshold Checklist (Section 0610)
- b. Current Board of Directors by-laws
- c. Approved Board of Directors minutes during the previous fiscal year reflecting the Board has a documented process that:
  - a. reviews program performance
  - b. approves budgets
  - c. reviews financial performance
  - d. approves audit reports
- d. Copy of the most recently filed 990 or 990 EZ, or Extension to File documentation (no older than FY 2012)
- e. A complete set of audited financial statements which include the auditor's opinion and any management letters, covering the two most recent consecutive audit years

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PURCHASING OFFICE  
PROPOSAL PREPARATION INSTRUCTIONS AND EVALUATION FACTORS  
SOLICITATION NUMBER: EAD0116**

**APPLICATION SUBMISSION REQUIREMENTS**

The Applicant must submit its response in two **SEPARATE** sealed envelopes.

**ENVELOPE #1 – THRESHOLD REVIEW**

This sealed envelope must contain the following:

1. **Application Threshold Checklist – Section 0610**
2. Required Attachments

The envelope should be labeled:      THRESHOLD REVIEW CHECKLIST  
[NAME OF AGENCY]  
[NAME OF PROPOSED PROGRAM]

**ENVELOPE #2 – APPLICATION DOCUMENTS**

This sealed envelope must contain the following:

*1 original and 6 CDs or flash drives each containing all the elements below:*

1. Executive Summary
2. Application
3. Attachments

The envelope should be labeled:      APPLICATION DOCUMENTS  
[NAME OF AGENCY]

**BOTH SETS OF ENVELOPES SHOULD BE SHIPPED IN A BOX (OR BOXES) WITH THE SOLICITATION NUMBER **EAD0116** CLEARLY MARKED ON THE OUTSIDE AND IDENTIFY WHICH ENVELOPE IS IN WHICH PACKAGE.**

**Executive Summary**

The Executive Summary cannot exceed two (2) pages using the Application Format guidelines listed below and must include:

1. A brief description of the Applicant

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2. A brief description of how the application will address the primary self-sufficiency goal and Life Continuum category identified
3. A brief description of any additional self-sufficiency goals and/or Life Continuum categories addressed
4. A brief description of the need of the target population(s) for the strategy/strategies being proposed
5. A brief summary of the proposed program strategy/strategies
6. The amount of funding requested
7. A statement of the Applicant's compliance with all applicable rules and regulations of Federal, State and Local governing entities is required. The Applicant must state compliance with all terms of this Request for Application (RFA).

### **Application Evaluation**

An application must address each item in Parts I, II, & III, outlined below, in order to be considered responsive to the goals of this RFA. Part IV is optional and is not required in order for an application to be considered responsive to the goals of this RFA. A total of 100 points may be awarded to the application in Parts I, II, & III below with an additional 25 bonus points available in Part IV for a potential of 125 total evaluation points. The maximum score per section is noted at the beginning of each section. All responses will be evaluated as to how the proposed program aligns with the goals of this RFA and whether each required response to the evaluation factors has been adequately addressed.

### **Application Format**

The Applicant must use size 12 Times New Roman font. An original Application must be printed double-spaced on single-sided 8½ x 11 inch plain white paper with 1" margins and no Page Scaling. Do not submit booklets, pamphlets, or other bulky items. Do not use covers, card stock, staples, binders, notebooks, or dividers with tabs. Fasten the proposal with binder clips only.

An application cannot exceed **25 (twenty-five) pages**, excluding executive summary, table of contents, signed certifications, budget forms, MOUs, logic models, resumes, job descriptions or other required attachments outlined in the sections below. An **additional 5 (five) pages** is allowed if an application responds to any or all of the items in Part IV of this RFA.

The actual application itself should be organized and labeled using the following

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informational sequence:

**Part I – Program Overview and Strategy**

**Total points: 70**

**A. Connection to the Self-Sufficiency Goals and Life Continuum Categories**

Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to identify the primary self-sufficiency goal and Life Continuum category the application addresses.

1. Provide information on how the application meets the primary self-sufficiency goal and Life Continuum category.
  - a. If additional self-sufficiency goals and Life Continuum categories are addressed, Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to identify the secondary self-sufficiency goal(s) and Life Continuum category/categories the application addresses. Applicant must also provide information on how the application meets the additional self-sufficiency goal(s) and/or Life Continuum category/categories in Part IV – Bonus Evaluation Points, Section A – Connection to Additional Self-Sufficiency Goal(s) and Life Continuum Category(ies).

*For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500 – Scope of Work: Section 1 – Introduction, 1.1 & 1.2.*

**B. Target Population(s) for the Goal(s)**

1. Describe the target population(s) that will be served and if this population is similar to or different from your current service population.
  - a. If the target population(s) is similar to your current service population, please provide a description of your experience and success working with this population.
  - b. If the target population(s) is different from your current service population, describe the modifications and new strategies you will implement to serve the new target population(s).
2. Provide data and data source(s) to demonstrate the need of the target population(s) for the strategy/strategies being proposed. Data should include but are not limited to:
  - a. Target population demographic/Census data
  - b. Quantified target population unmet need(s)
  - c. Applicant's trends in target population unmet need(s)
  - d. Waiting list information (if applicable)
  - e. Data from community databases, such as Homeless Management Information System, showing target population unmet need(s) (if applicable)

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3. Describe the strategy/strategies that will be implemented to serve clients with a criminal history.
4. Describe how the Client Eligibility Requirements (Section 0620) will be documented for the target population(s) identified in the application.
  - a. If alternate eligibility criteria are being proposed, define the alternate eligibility criteria and provide justification about why the alternate eligibility criteria are appropriate for the proposed strategy/strategies. Also describe how the alternate eligibility criteria will be documented for the target population(s) identified in the application.
5. Describe how the agency will ensure all four of the following National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care (<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=15>) are in place to ensure cultural and language differences are not a barrier to services.
  - a. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.
  - b. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
  - c. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
  - d. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

*Agencies are encouraged to implement all 15 CLAS Standards listed on the website identified above.*

**C. Program Strategy to Accomplish the Goals**

1. Describe the program strategy/strategies.
2. Describe how the proposed strategy/strategies reflect evidence-based, research-based, or promising practices. Explain the rationale behind the program design. Include which level of evidence the program model falls in, according to the Section 0635 - Defining Evidence Guideline, and how this design meets the specific needs of the target population(s) identified in the application.
  - a. If the program falls in the category of evidence-based or research-based, provide a description of evidence used, including source(s), and method for ensuring program model fidelity. Provide a logic model for innovative approaches.
  - b. If the program falls into the category of “promising practice,” include (a) a logic model as an attachment to the application and (b) a brief plan for evaluation.
3. Describe how the program strategy/strategies align with one or more of the goals outlined in Section 0500 – Scope of Work: Section 3 – Principal Objective and Goals.

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4. Describe how the program strategy/strategies correspond to the Imagine Austin Comprehensive Plan vision statement and one or more of its core mission statements (Section 0500 – Scope of Work: Section 4 – Connection to Imagine Austin).
5. Describe any barriers and challenges the target population(s) may encounter accessing services and how these barriers and challenges will be mitigated.
6. If the proposed strategy/strategies reach individuals in multiple Life Continuum categories and/or are collaborative/cooperative with other service providers, describe how the proposed strategies will be implemented to successfully reach individuals in multiple Life Continuum categories and/or how the proposed collaborative/cooperative will successfully work together to maximize service delivery to the target populations.
7. Describe any barriers and challenges you may encounter implementing the proposed strategy/strategies and how you will overcome them.
8. Describe any subcontractor partnerships funded under this application and informal relationships with service providers not funded under this application. Describe how they are necessary and/or appropriate for the strategy/strategies proposed.
9. Describe the project activities.
10. *For Applicants proposing homelessness prevention and/or homeless intervention services:* Applicants will be required to adhere with the City of Austin Health and Human Services Department Homeless Housing Habitability Standards. Describe how your organization will comply with the requirements outlined in Section 0625 – Homeless Housing Habitability Standards.

**D. Performance Measures – Impact on the Goals**

Applicants must use Section 0640 – Program Performance Measures and Goals to indicate their specific Output and Outcome Measures.

1. Describe how the Applicant will calculate the required and any other proposed outputs and outcomes.

**Output Measures**

All applications must include the following high-level outputs:

1. Number of unduplicated clients served per 12-month contract period
2. Number of unduplicated clients served during the initial 36-month contract period

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Additional outputs may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

**Outcome Measures**

All applications must include one or more of the following high-level outcomes designed to demonstrate progress toward self-sufficiency through the Life Continuum:

1. Percent of households that maintain housing or transition into housing
2. Percent of individuals who maintain or increase income
3. Percent of individuals who make progress toward treatment plan goals
4. Percent of children and youth who progress to the next developmental or academic level
5. Percent of individuals who demonstrate improved life skills and/or knowledge

Additional outcomes may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

**E. Service Coordination**

1. Describe how the Applicant coordinates their services with services being provided by other agencies relevant to the proposed strategy/strategies in order to minimize duplication and maximize client access to services.
2. Describe how the Applicant coordinates with other agencies (i.e. to refer and receive clients, to provide comprehensive services, etc.). If you are not currently coordinating with other agencies, what is your plan for establishing coordination?
3. If applicable, attach any program Memoranda of Understanding (MOU) and explain how this arrangement improves service delivery to clients.
4. Describe how clients will be connected to mainstream resources/public benefits (Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Medical Assistance Program, etc.) and/or other City-funded services in order to maximize self-sufficiency.
5. Describe any additional services, not included in this application, which will be provided to the target population and how they will access those services initially and over time.
6. *For Applicants proposing homelessness prevention and/or homeless intervention services:* Describe how your organization has participated in planning for the Coordinated Assessment initiative (<http://austinecho.org/the-solution/coordinated-assessment/> and [https://www.onecpd.info/resources/documents/Coordinated%20Assessment\\_3.20.12.pdf](https://www.onecpd.info/resources/documents/Coordinated%20Assessment_3.20.12.pdf)) and how your organization will coordinate and collaborate with this community initiative

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throughout the funding period.

**F. Community Planning Activities**

1. Describe Applicant's involvement in community planning activities that are specific to the services proposed in this application.
2. Describe Applicant's involvement in any other relevant community planning activities.

**G. Overall Evaluation Factors Regarding Applicant**

1. Describe the Applicant's experience within the last five (5) years managing relevant local, state, and/or federal contracts and include the contact information of the funder for the contract(s) identified, e.g., Funder Contract Manager's name, title, and phone number.
  - a. The Applicant must describe any relevant City of Austin Health and Human Services Department funding received within the last five (5) years.

*Attach all monitoring reports received within the previous 24 months of administering the relevant City of Austin Health and Human Services Department, other local, state, and/or federal contracts.*

2. Describe experience within the last five (5) years working with the target populations proposed in this Application.
3. Describe experience within the last five (5) years providing services identical and/or similar to those proposed in this application.

**H. Data Management and Program Evaluation**

1. Describe past successes and challenges with data management and reporting, including past experience utilizing an electronic data system.
2. Describe how data are used for identifying problems in strategies, service delivery and expenditures, steps to determine corrective actions, and how the Applicant will ensure corrective actions will be effective.
3. If applicable, describe the process used to collect data from collaborations/cooperatives in a timely manner.
4. *For Applicants proposing homelessness prevention and/or homeless intervention services:*

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Applicant will be required to utilize the Local Homeless Management Information System (HMIS) to track and report client information for individuals who are at risk of homelessness or who are homeless. Please explain how your organization will comply with the requirements outlined in Section 0630 – Homeless Management Information System (HMIS) Reporting Requirements.

**I. Staffing Plan**

1. Describe the overall staffing plan to accomplish activities including project leadership and reporting responsibilities. Provide justification which indicates the staffing plan is appropriate for the proposed strategy/strategies.
2. Using Section 0645 – Program Staff Positions and Time, list the project staff by title and the percentage of each position's time to be spent on the program.
3. Attach resumes or position descriptions for key staff to perform the described services and/or activities.

**Part II – Cost Effectiveness**

**Total points: 20**

Applicants are required to submit a budget of at least \$50,000 per 12-month period (a minimum of \$150,000 for the initial 36-month period) and provide the following information to describe the budget necessary to accomplish the proposed strategy/strategies.

The application will be evaluated on how well it addresses **all** of the following:

**A. Budget**

1. A summary description of the budget justification for the program strategy/strategies is required.
  - a. Applicants must use Section 0650 – Program Budget and Narrative to provide the required budget information. All expenses should be identifiable, reasonable, and necessary.
  - b. All subcontractors in this application who will receive City funds must be included in the program budget and the Applicant shall provide separate details for each subcontractor in the Program Subcontractors form located in Section 0650 – Program Budget and Narrative, page 3.
2. Describe the Applicant's fundraising and administrative percentage, calculated from its most recent Form 990. To do so, add the amount in Part IX (Statement of Functional

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Expenses), Line 25, Column C (Management and General Expenses) to the amount in Line 25, Column D (Fundraising Expenses), and divide the sum by Part VIII (Statement of Revenue), Line 12, Column A (Total Revenue), and multiply the result by 100. No other methods may be used to calculate this percentage.

For organizations that filed the short form (IRS Form 990EZ), utilize the long form (IRS Form 990) at <http://www.irs.gov/pub/irs-pdf/f990.pdf> (and instructions <http://www.irs.gov/pub/irs-pdf/i990.pdf>) to determine your fundraising and administrative percentage calculation. Your organization is not required to complete and resubmit the entire long form to the IRS, but must determine the calculation from the long form (IRS Form 990) parts identified above.

**B. Cost per Client**

1. Describe the average cost per City client served. In the description, detail the calculation used to derive the average cost.
2. If applicable, describe the average cost per client served from all funding sources. In the description, detail the calculation used to derive the average cost.
3. Describe the average cost per client achieving each of the performance measures proposed. In the description, detail the calculation used to derive the average cost.
4. Provide justification which indicates the proposed cost is appropriate for the proposed strategy/strategies.
5. Describe the return on investment/social impact the proposed strategy/strategies will make.

**C. Program Funding Summary**

1. Using Section 0655 – Program Funding Summary, provide an overview of all funding sources the Applicant will use for the proposed project.

**Part III – Local Business Presence**

**Total points: 10**

Local Business Presence: The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the

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important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors.

1. Using Section 0605 – Local Business Presence Identification Form provide the information requested regarding the Applicant and Subcontractor(s), if applicable.

<b>Team's Local Business Presence</b>	<b>Points Awarded</b>
Local business presence of 90% to 100%	10
Local business presence of 75% to 89%	8
Local business presence of 50% to 74%	6
Local business presence of 25% to 49%	4
Local presence of between 1 and 24%	2
No local presence	0

**Part IV – Bonus Evaluation Points**

**Total points: 25**

**A. Collaborations/Connection to Additional Self-Sufficiency Goal(s) & Life Continuum Category(ies)**

**Maximum 10 points**

A maximum of 10 points will be awarded for Applicants who successfully propose a collaborative, as defined in this solicitation, and/or meets additional self-sufficiency goal(s) and/or Life Continuum category/categories. Applicants will be awarded up to the point values indicated below:

- **Collaboration:**
  - A maximum of 5 points will be awarded for Applicants who successfully demonstrate how the proposed collaborative will work together to maximize service delivery to the target populations **or**
  - A maximum of 10 points will be awarded for Applicants who successfully demonstrate how the proposed collaborative will work together to maximize service delivery to the target populations **and** successfully demonstrate how the application

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meets additional Self-Sufficiency Goal(s) **and/or** Life Continuum category/categories.

**OR**

- **Connection to Additional Self-Sufficiency Goal(s) & Life Continuum Category(ies):**
  - A maximum of 5 points will be awarded for Applicants who successfully demonstrate how the application meets additional Self-Sufficiency Goal(s) **or**
  - A maximum of 10 points will be awarded for Applicants who successfully demonstrate how the application meets additional Self-Sufficiency Goal(s) **and** Life Continuum category/categories.

Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to indicate the secondary self-sufficiency goal(s) and Life Continuum category/categories their application addresses.

1. If applicable, describe how the proposed collaborative will successfully work together to maximize service delivery to the target population(s).
2. If applicable, provide information on how the application meets the additional self-sufficiency goal(s) and/or Life Continuum category/categories.

*For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500: Section 1 – Introduction, 1.1 & 1.2.*

**B. Leveraging**

**5 points**

For purposes of this solicitation, “leveraging” is specifically defined as follows.

- Leveraged funding is a situation where City funding for the proposed program is required by a third-party funder in order to retain the existing third-party program funding and/or obtain new third-party funding. Applicant must either:
  - currently receive third party funding that will no longer be received by the Applicant if it does not receive City funding for the program, or
  - Applicant has received a notice of funding award from a third-party funder that is contingent upon receiving City funding for the proposed program.In other words, leveraged funding is current and/or committed third-party funding that will be rescinded, reduced, or withdrawn if the Applicant does not receive an award for the proposed program through this City solicitation.
- Leveraged funding must be direct funding for the program proposed by the Applicant and not funding for Applicant’s other programs or solely for Applicant’s general operations.

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The following types of funding/donations ARE NOT considered “leveraging” under this solicitation and may not be included for consideration:

- Funding from non-City sources that does not specifically require City funding to be awarded to the Applicant for the proposed program.
- Funding and funding opportunities that are anticipated but for which the Applicant has not received a notice of funding/award.
- Any type of in-kind, non-cash revenue such as time, expertise, or commodities.
- Anticipated “Return on Investment” benefits for the Applicant or for the community as a whole.

For each leverage opportunity, provide the following information:

1. Identify the third party which requires that the Applicant receive City funding for the program in order to be awarded the third-party funds.
2. Provide the name of the grant, award, or program under which the third-party funds are/will be awarded to the Applicant, the term of the third-party funding, and the amount of third-party funding contingent upon receiving City funding under this solicitation.
3. Specify the date(s) during which the third party requires that the Applicant to receive City funding in order to be awarded the third-party funds.
4. Describe the quantified impact on the proposed program if the Applicant does not receive City funding under this solicitation.
5. Provide contract or other documentation that confirms the requirement of City funding in order to receive the third-party funding as an attachment to the application.

**C. Healthy Service Environment**

**Maximum 10 points**

A maximum of 10 points will be awarded for Applicants who create a healthy service environment for their clients, visitors, and staff. Applicants will be awarded the point values indicated below for having implemented or agreeing to implement prior to 10/01/15 any or all of the four (4) Healthy Service Environment policies with a maximum award of 10 points for all four (4) policies described below.

- **Tobacco-free Campus (3 points)** - Applicant has established and is enforcing a tobacco-free worksite policy and has developed initiatives and programming that promotes tobacco-free living. A tobacco-free campus policy states:

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- Use of tobacco products of any kind are not permitted on any property owned, leased, or rented by the organization (indoors and outdoors). This also includes parking areas and company cars. The policy applies to all employees, subcontractors, temporary workers and visitors.
  - **Mother-Friendly Workplace (3 points)** - Applicant actively promotes and supports breastfeeding by employees and maintains a written worksite lactation support policy that is regularly communicated to employees. The policy includes:
    - employer provides work schedule flexibility, including scheduling breaks and work patterns to provide time for expression of milk;
    - the provision of accessible locations allowing privacy;
    - access nearby to a clean, safe water source and a sink for washing hands and rinsing out any needed breast-pumping equipment; and
    - access to hygienic storage alternatives in the workplace for the mother's breast milk (may include the allowance of personal coolers onsite).
  - **Employee Wellness Initiative (3 points)** - The Applicant has a comprehensive Employee Wellness Initiative in place that promotes nutrition, physical activity, tobacco-free living, and the mental health of employees. The initiative encompasses healthy changes to the physical worksite environment as well as formal, written health promotion policies, programs or benefits impacting all employees. The initiative is promoted through educational and issue awareness efforts by the Applicant, signage and a supportive company culture, championed by leadership.
  - **Violence Prevention Policy (1 point)** - The Applicant is committed to providing a safe environment for working and conducting business. The Applicant will not tolerate or ignore behaviors that are threatening or violent in nature. The Applicant has a procedure to provide guidance for identifying and reporting threats and workplace violence.
1. If applicable, describe how the Applicant has implemented one or more of the Healthy Service Environment policies outlined above. Include the approved and signed policy/policies as an attachment to the application.
  2. If applicable, describe how the Applicant plans to implement one or more of the Healthy Service Environment policies outlined above. Include the key personnel, by position name only, responsible for ensuring implementation. Also, describe any technical assistance which will be provided to assist the Applicant to implement the selected policy/policies.

Technical assistance is available from the City of Austin Health and Human Services Department Chronic Disease Prevention and Control Program to assist Applicants in planning and implementing a Tobacco-free Campus policy, Mother-Friendly Workplace policy and Employee Wellness Initiative. They can be contacted at 512-972-6760.

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**Additional Information:**

**Proposal Acceptance Period:** All applications shall be valid until award, negotiation, and execution of contracts as directed by Austin City Council.

**Proprietary Information:** All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

**Authorized Negotiator:** Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

**Exceptions:** Please be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the application.

**Application Preparation Costs:** All costs directly or indirectly related to preparation of a response to the RFA or any oral presentation required to supplement and/or clarify an application which may be required by the City shall be the sole responsibility of the Applicant.

**Section 0806: Local Business Presence Identification**

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

**OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.**

*NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN, SECTION 0900 OF THE SOLICITATION.*

**\*USE ADDITIONAL PAGES AS NECESSARY\***

**OFFEROR:**

Name of Local Firm	Capital Area Food Bank of Texas, Inc.					
Physical Address	9201 South Congress Ave., Austin, TX 78745					
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**SUBCONTRACTOR(S):**

Name of Local Firm	N/A					
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**SUBCONTRACTOR(S):**

Name of Local Firm	N/A					
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

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**CITY OF AUSTIN, TEXAS**  
Purchasing Office  
REQUEST FOR APPLICATION (RFA)

**SOLICITATION NO:** EAD0116

**DATE ISSUED:** 2/24/14

**COMMODITY CODE:** 95243

**FOR CONTRACTUAL AND TECHNICAL  
ISSUES CONTACT THE FOLLOWING  
AUTHORIZED CONTACT PERSON:**

Erin D'Vincent

Senior Buyer

Phone: (512) 972-4017

E-Mail: [Erin.DVincent@austintexas.gov](mailto:Erin.DVincent@austintexas.gov)

Questions regarding the RFA shall be sent to  
[CityHSRFA2014@austintexas.gov](mailto:CityHSRFA2014@austintexas.gov)

**COMMODITY/SERVICE DESCRIPTION:** Self Sufficiency Social  
Services

**NON-MANDATORY PRE-PROPOSAL CONFERENCE DATE AND  
TIME OPTION ONE:** 3/5/14, 2 PM – 4 PM, local time

**LOCATION:** Rutherford Lane Campus, Building 1 Auditorium  
1520 Rutherford Lane, Austin, TX 78754

**NON-MANDATORY PRE-PROPOSAL CONFERENCE DATE AND  
TIME OPTION TWO:** 3/19/14, 9 AM – 11 AM, local time

**LOCATION:** Rutherford Lane Campus, Building 1 Auditorium  
1520 Rutherford Lane, Austin, TX 78754

**APPLICATION DUE PRIOR TO:** 4/24/14, 11 AM, local time

**APPLICATION CLOSING TIME AND DATE:** 4/24/14, 11 AM, local  
time

**LOCATION:** MUNICIPAL BUILDING, 124 W 8<sup>th</sup> STREET  
RM 308, AUSTIN, TEXAS 78701

All documents shall be submitted the address below:

City of Austin, Purchasing Office
Municipal Building
124 W 8 <sup>th</sup> Street, Rm 308
Austin, Texas 78701
Reception Phone: (512) 974-2590

Please note, you should have two sealed envelopes with your Offer. All Offers that are not submitted in separate, sealed envelopes or containers will not be considered. Your Offer should consist of a sealed envelope or container with your Threshold Review Checklist and all accompanying documents and a separate sealed envelope or container with your Application and electronic copies.

**SUBMIT 1 ORIGINAL AND 6 ELECTRONIC COPIES OF YOUR RESPONSE ON A CD OR  
FLASH DRIVE**

**\*\*\*SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT\*\*\***

Solicitation No. RFP EAD0116

## EXECUTIVE SUMMARY

The Capital Area Food Bank of Texas, Inc. (CAFB, or the “Food Bank”) requests annual funding of \$324,353 to support the distribution of emergency food assistance and SNAP enrollment assistance to low-income City of Austin residents.

The proposed strategy primarily addresses the Self-sufficiency Goal of **Safety Net / Infrastructure Services** within the Life Continuum Category of **Adults and Families**. The proposed strategy also addresses the additional Self-sufficiency goal of **Transition Out of Poverty**, and serves all Life Continuum Categories, specifically **Youth** and **Seniors**.

The Food Bank’s primary service is food distribution either directly to clients or through a network of 300 Partner Agencies, including 140 agencies in Travis County. This network is made up of agencies including food pantries, soup kitchens, shelters, senior centers, low-income daycare facilities, youth programs, rehabilitation centers, and emergency relief organizations, all providing food to clients. Partner Agencies within 30 miles of the Food Bank warehouse pick up food orders directly from the Food Bank and transport them back to their agency for storage and distribution. For those agencies based further away, the Food Bank loads food orders onto its fleet of refrigerated trucks and delivers them to pre-arranged drop off points within each agency’s community.

City of Austin funding will support the necessary staff infrastructure to procure, inspect, inventory, and distribute a minimum of 8,000,000 pounds of food annually to City of Austin residents. Funds will also support staff involved in educating low-income City of Austin residents on benefits and eligibility for the federal Supplemental Nutrition Assistance Program

(SNAP, formerly food stamps). These staff members will work one-on-one with clients to provide application assistance, helping clients understand the value of benefits and how the application process works. The Food Bank anticipates these services will result in emergency food assistance for 88,000 unduplicated City of Austin residents annually, and 1,125 City of Austin households submitting complete and accurate applications for SNAP benefits.

There are currently 181,020 food insecure individuals living in Travis County, meaning they lack dependable access to nutritionally adequate food. Unemployment or medical expenses can quickly exhaust a household's resources, placing families at risk of hunger. The Food Bank's proposed strategy is instrumental to providing these households with both the immediate relief from hunger through food distribution, and long-term strategies for hunger relief and self-sufficiency through enrollment for SNAP benefits.

The Food Bank is in compliance with the rules and regulations of all federal, state, and local governing entities including the City of Austin. The Food Bank has reviewed the Supplemental Purchase Provisions included with this RFA, and is in full compliance with all requirements.

## PART I – PROGRAM OVERVIEW AND STRATEGY

### A. Connection to the Self-Sufficiency Goals

The primary Self-Sufficiency Goal addressed by the proposed strategy is **Safety Net / Infrastructure Services**. The Food Bank will procure, process, and distribute more than eight million pounds of food to low-income City of Austin residents each year. The recipients of this food will be those that are at risk of hunger, and would otherwise be forced to skip meals on a regular basis.

The Food Bank is a critical part of Austin’s food safety net infrastructure, serving as the primary source of food for 140 hunger relief organizations within Travis County. Through economies of scale, the Food Bank is able to procure food and distribute it to social service agencies at a lesser cost than those agencies would be able to procure food themselves. The result is more food available for distribution to low-income clients by all agencies.

The primary Life Continuum Category addressed by the proposed strategy is **Adults and Families**. The Food Bank will help adults and families obtain the basic need of food. Every year, the Food Bank provides emergency food assistance to approximately 88,000 unduplicated individuals in Travis County. Among all Food Bank client households, 32.7% are single-person households (adults). 42.9% of client households have at least one member younger than age 18 (families).

### B. Target Population for the Goal(s)

1. Describe the target population(s) that will be served.

The target population is low-income individuals and their families who are **food insecure, meaning they lack dependable access to nutritionally adequate food**. The Food Bank conducts an extensive demographic analysis of its Partner Agencies and clients every four years, with support from Feeding America and Mathematica Policy Research, Inc. The 2010 study (2014's has not yet been released), *Hunger in America 2010: Central Texas Report*, indicated that 82.8% of the Food Bank's clients are below 150% of the federal poverty level (FPL). An additional 1.7% are between 151% and 185% of FPL. The remaining are either above 185% FPL, and facing short-term loss of resources, or have incomes unreported. The average monthly income of client households was \$970 (median: \$800), or 64.2% of FPL.

Those seeking help from the Food Bank have self-declared the need for food assistance. They are families and individuals at risk of hunger, or limiting the quantity and frequency of their meals because they are unable to purchase enough food. Skipping meals, or reducing the nutritional quality of foods purchased to reduce expense, takes a toll. With limited means, thousands of Austin families must restrict their grocery purchases to those items they can afford. All too often, this means forgoing fresh, nutritious items in favor of less expensive items high in fat and sodium, if they can afford to purchase food at all. This lack of nutrition results in physical side effects ranging from headaches and stomach aches, to greater susceptibility to diseases and chronic conditions. Low energy caused by hunger prohibits people from performing jobs to the best of their abilities, learning new skills, or paying attention in schools.

The Food Bank has provided nutrition assistance to this population for the past 33 years. In 1981, its first year of operation, the Food Bank procured, stored, and distributed approximately 330,000 pounds of food. Last year, the Food Bank distributed more than 29 million pounds of

food. In the past 33 years combined, the Food Bank has distributed a total of 287 million pounds of emergency food assistance, or the equivalent of 240 million meals.

2. Provide data and data source(s) to demonstrate the need of target population(s).

According to the 2012 American Community Survey 1-Year Estimates, there are 197,657 individuals living below the poverty line in Travis County (and an additional 187,343 living between 101% and 200%). Income, however, is not always an exact indicator of food insecurity. Feeding America, the national network of food banks, estimates the number of food insecure people in each county within the United States factoring poverty, unemployment, and other economic indicators. Through their annual *Map the Meal Gap*, they estimate there are 181,020 individuals facing food insecurity in Travis County. These are people that are unable to dependably access food from traditional resources, and may rely on food pantries and other social service organizations for food.

Emergency food assistance provides immediate relief to those at risk of hunger through the provision of meals, but also allows beneficiaries to allocate their limited resources to secure other basic needs, such as rent, utilities, or medical care. According to the *Hunger in America 2010: Central Texas Report*, 54.8% of the Food Bank's clients reported having to choose between paying for food and paying for utilities or heating fuel in the previous 12 months; 43.6% had to choose between paying for food and paying rent or mortgage; 35.4% chose between food and transportation; and 26.7% chose between paying for food and paying for medicine or medical care.

Additionally, the Texas Food Bank Network estimates there are 103,243 income eligible individuals in Travis County *not* currently receiving SNAP benefits (compared to 138,181 that *are* currently enrolled). These are people who may sometimes struggle to get enough to eat, but could be receiving income assistance to help them purchase food.

3. Describe the strategy that will be implemented for clients with a criminal history.

All Partner Agencies and staff conducting direct food distributions are required to complete a Food Handler's Civil Rights Training & Orientation offered monthly by the Food Bank. This orientation educates Partner Agencies on civil rights and disallows discrimination on the basis of race, ethnicity, gender, religious belief, or criminal history. All Partner Agencies and Food Bank programs must have at least one staff member or volunteer attend the orientation annually, and are reviewed for compliance by the Food Bank's staff annually.

Federal SNAP guidelines prohibit individuals with drug-related felony convictions from enrolling for SNAP benefits. The Food Bank's SNAP outreach staff members can, however, help them enroll their families or other members of their household that may qualify. Children or spouses may still be eligible to receive benefits even though the family member with the drug-related felony conviction will be excluded from benefits. The Food Bank's SNAP outreach staff members will also educate clients with drug-related felony convictions on other benefits for which they are still eligible, as well as refer them to local food pantries and other community resources.

4. Describe how the Client Eligibility Requirements will be documented.

The Food Bank receives about one-third of its total donated inventory through the United States Department of Agriculture's (USDA) The Emergency Food Assistance Program (TEFAP). The USDA requires recipient households of TEFAP food be at or below 185% of FPL. Client intake forms at all Partner Agencies and the Food Bank's direct food distributions must self-declare their household income, and be at or below 185% FPL for a household of their size in order to receive TEFAP food. All clients must provide this information on an annual basis at minimum. Because TEFAP food is often mixed in with generally-sourced inventory at distribution locations, this income requirement applies to all clients.

The Food Bank recognizes, however, that food insecurity is episodic in nature, and nutrition assistance is made available to help people through short- or long-term need. Income and residency status may change from one month to the next, and the Food Bank will not deny a person food because they may have had a recent change in employment status or a sudden emergency which has depleted financial resources. If a client fails to meet the income requirement for TEFAP food, and can state an emergency situation that requires food assistance, food packages with TEFAP foods specifically excluded can be made available to that client.

5. Describe how the agency will follow National Culturally and Linguistically Appropriate Services (CLAS) Standards.

All Partner Agencies and staff conducting food distributions are required to attend the Food Bank's Food Handler's Civil Rights Training and Orientation annually. These orientations, as well as other Food Bank training events, are offered in Spanish or in American Sign Language when requested.

The Food Bank's SNAP outreach staff members are bilingual in Spanish and English. The Food Bank will also maintain subscription to a Language Line translation service for phone-in clients.

### **C. Program Strategy to Accomplish the Goals**

#### **1. Describe the program strategy/strategies.**

The Food Bank uses multiple strategies to relieve hunger within the City of Austin, the primary strategy being the large-scale collection of donated food for distribution to low-income individuals through food pantries and other agencies. Second, the Food Bank helps clients access available federal, state, and local benefits such as SNAP that provide income assistance allowing clients to purchase food directly.

The Capital Area Food Bank is one of 20 similar food banks within the State of Texas. Each works under the same core business model of collecting donated and salvaged food for distribution to low-income people through a network of social service agencies within their service territory. Service territories for each food bank are coordinated so each county is served by the one food bank that can best address its needs, without overlap. The Capital Area Food Bank provides food to more than 300 agencies across 21 Central Texas counties, or an approximately 19,000 square mile area. Within Travis County specifically, the Food Bank provides food to 140 Partner Agencies. These agencies include emergency food pantries, soup kitchens, shelters, senior centers, low-income daycare facilities, youth programs, rehabilitation centers, emergency relief organizations, and many other groups.

In addition to food distribution through its network of Partner Agencies, the Food Bank also operates several targeted outreach programs. Programs such as the Mobile Food Pantry and

Fresh Food for Families provide special food distributions offering fresh food unavailable at other agencies, or making assistance available in previously un-served communities. Other programs, such as Kids Cafe and the Healthy Options Program for the Elderly, target those most vulnerable to the effects of hunger and food insecurity. Over the past year, the Food Bank distributed more than 29 million pounds of food through its Partner Agencies and programs, the equivalent of 25 million meals. This includes approximately 8 million pounds of food distributed within Travis County.

The benefit of collecting and distributing donated food through a regional hub such as the Food Bank is the greatly reduced cost of food to all agencies providing food to clients. The Food Bank receives food in bulk through retailers, the United States Department of Agriculture (USDA), and community events. As a result, the Food Bank is able to acquire more food for less money than any single agency can, and store it for the agencies so they can take only what they can handle each week. This saves the agencies money, which can then be used to buy other resources to help more people in need.

The Food Bank also conducts SNAP outreach to provide information on SNAP and other benefits, and one-on-one application assistance for eligible clients. SNAP benefits not only provide direct income assistance to low-income clients, but are also instrumental in stimulating economically distressed regions by funneling federal dollars through SNAP beneficiaries into local food markets.

Through the proposed services, the Food Bank will maintain a minimum of six SNAP outreach staff members throughout the City of Austin funding period. Each full-time staff member will submit an average of 375 completed SNAP applications on behalf of clients each year. With each

worker devoting approximately 50% of their time to conducting outreach and application assistance within Travis County, the result will be 1,125 completed applications submitted on behalf of City of Austin and Travis County residents each year. If 75% of submitted applications are funded at the Texas household average monthly benefit of \$295.36 (United States Department of Agriculture, Food and Nutrition Service), the Food Bank's SNAP outreach activities would bring \$2,990,520 in added income to Travis County households annually.

2. Describe how the strategy reflects evidence-based, research-based, or promising practices.

The Food Bank follows the evidence-based food banking model promoted by Feeding America, the national network of food banks. Feeding America distributes guidance and best-practices for 200 food banks nationally, drawn from 47 years of food banking practices in the United States.

Feeding America conducts the nationwide *Hunger in America* study every four years to analyze client need and usage of food assistance programs offered by food banks. The *Hunger in America 2010* report collected data from more than 61,000 randomized interviews with clients during the winter and spring of 2009, including 42,000 food pantry clients. This data informed the 2010 Feeding America research brief "Food Banks: Hunger's New Staple." The brief documents the reliance on food pantries and other hunger relief agencies as an ongoing source of food, with 54% of clients visiting food pantries six or more months during the prior year.

The data collected through these surveys is further broken down regionally to provide each food bank with a snapshot of its own impact on the population and agencies it serves. The *Hunger in America 2010: Central Texas Report* indicated that among the Food Bank's 300 Partner

Agencies in 2010, 90% of the food distributed by pantries, 50% of the food served by kitchens, and 47% of the food served by shelters was provided by the Food Bank.

3. Describe how the program strategy/strategies align with one or more of the goals outlined in Section 0500 – Scope of Work: Section 3 – Principal Objectives.

The proposed services primarily address the Basic Needs of **Adults and Families** through the direct provision of food to relieve hunger and food insecurity. Food is amongst the most basic of needs, without which it is impossible for individuals to move forward in life and address other needs.

Distribution of food is not limited to Adults and Families only. The Food Bank provides nutrition assistance to people of all ages, and serves as a critical foundation by which people are physically healthy, able, and ready to succeed.

The Food Bank ensures **Youth** are physically healthy, not only through the food distributed to their families, but also through targeted programs to ensure children have access to the food they need and know how to choose nutritionally appropriate foods. The Food Bank's Kids Cafe program serves nutritious after school meals to children of low-income families. Its Summer Food Service Program provides free lunches to children in low-income neighborhoods who lack the benefit of the free or reduced-price lunches they receive during the school year. The Food Bank's CHOICES nutrition education program provides free nutrition education classes to children at Partner Agencies and community centers to teach basic nutrition information, how to make healthy food choices, and the importance of physical activity.

The Food Bank also helps **Seniors** maintain their physical health and age in place through targeted senior food distributions that provide seniors with supplemental groceries on a monthly basis. The food they receive through this program helps them maintain balanced nutrition when other food resources are stretched thin, and allows them to allocate more of their limited income to maintaining other basic needs. The Food Bank also offers CHOICES nutrition education classes focused on the nutritional needs of seniors and appropriate physical activities for seniors.

4. Describe how the strategy corresponds to Imagine Austin Comprehensive Plan.

“Austin Values and Respects its People” – Food is among the most basic necessities of life, yet there are an estimated 181,020 people who currently do not have dependable access to nutritionally adequate food. For these people, it is impossible to move past this basic building block of life to achieve success in other areas. Without food, their health deteriorates, they cannot be properly educated, and they cannot prosper. The food that the Food Bank provides its clients does not simply provide one meal to one person, but rather an opportunity for greater quality of life for the individual and the community as a whole.

5. Describe any barriers and challenges the target population(s) may encounter.

Although the Food Bank works with approximately 140 Partner Agencies to distribute food through human service agencies in Travis County, the demand for assistance is growing faster than the capacity of agencies to meet this need. Those in need may be restricted geographically, living in remote or outlying communities without access to nearby social service resources. Alternatively, they may live in urban neighborhoods where existing social services cannot keep up with high demand. In order to fill these gaps in service, the Food Bank has increasingly relied

on its direct service distributions, such as the Mobile Food Pantry, in order to increase the quantity of food reaching those in need. The Mobile Food Pantry program distributes food to clients directly from the Food Bank's trucks in seven City of Austin and Travis County neighborhoods each month, providing nearly one million pounds of food to Austin's low-income community each year.

6. If the proposed strategies reach individuals in multiple Life Continuum categories, describe how the proposed strategies will maximize service delivery.

The Food Bank works with its distribution partners and other community resources to identify the best ways to reach individuals across all ages. Many Partner Agencies serve specific client populations or age groups, such as children or seniors, and the Food Bank provides the food that they distribute to their existing client base.

Emergency food assistance is available and utilized by members of every Life Continuum Category. 42% of the Food Bank's clients are children whose parents receive help from a food pantry, or other agency. Youth, who are especially vulnerable to the effects of hunger and food insecurity, receive additional nutrition support. The Kids Cafe program works with 19 schools and community organizations to host after school meals service in neighborhoods where children are not receiving this service through their school. The Summer Food Service Program is designed to fill the gap left by summer school closures for children who depend on free or reduced-price meals during the school year.

The Food Bank's Healthy Options Program for the Elderly works with 13 local agencies throughout the City of Austin to conduct senior-only food distribution days. These programs are

designed to supplement existing food resources amongst vulnerable populations, or to fill gaps within the traditional Partner Agency distribution framework.

7. Describe any barriers and challenges to implementing the proposed strategy

The primary challenge will be receiving enough donated food to meet the need for assistance.

The Food Bank does purchase food on a limited basis, but purchased food only accounts for about 7% of the Food Bank's total distribution each year. Food donations have steadily risen over the Food Bank's 33-year history, however, unexpected events such as drought have caused temporary setbacks in the past. The Food Bank's fastest-rising source of food has been donations of perishable product from grocery retailers. This program received 2.9 million pounds of food from retailers in 2008, and has since grown to receive more than 11 million pounds of food in 2013. This program is expected to continue to grow into the future.

Another challenge is the capacity of the Partner Agencies distributing much of the Food Bank's food to clients. The capacity of these agencies varies greatly, but many are only small, volunteer-run organizations, or are larger organizations that are already distributing as much food as they can safely process and store. This is why the Food Bank operates its Mobile Food Pantry program, to circumvent the capacity limitations of Partner Agencies, and bring food directly to clients. Over the next five years, the Food Bank will add three additional Mobile Food Pantry vehicles, capable of distributing an additional six million pounds of food throughout the Food Bank's service area.

8. Describe any subcontractor partnerships funded under this application and informal relationships with service providers not funded under this application.

There are no subcontractor partnerships funded under this application. The Food Bank does work with Partner Agencies, as described in this application, to distribute the food the Food Bank provides to their clients. Due to the volume of food distributed each year, it would be impossible for any single agency to fulfill this task alone. The food that the Food Bank provides to its Partner Agencies plays a vital role in their operation. According to the *Hunger in America 2010: Central Texas Report*, 94.7% of Partner Agency pantries, 67.9% of kitchens, and 59.9% of shelters said that the elimination of the Food Bank's food would have a significant or devastating impact on their operation.

9. Describe the project activities.

Receiving Food Donations: Food donations are received by the Food Bank on an ongoing basis.

The primary sources of food donations are the USDA TEFAP program, perishable food from grocery retailers, and community food drives. In some cases donated food is delivered to the Food Bank's warehouse (TEFAP), but in others the Food Bank must pick those donations up from donors (grocery retailers and community food drives). This requires a fleet of refrigerated trucks, with drivers, and staff to coordinate with donors to arrange donation amounts and pick-up schedules.

Once this food is received at the Food Bank warehouse it must be sorted, inspected for safety, and inventoried. This is done with the assistance of 19,000 volunteers annually in the Food Bank's Product Recovery area. Volunteers check expiration dates and packaging integrity of all donated items, and sort them into categories (beans, canned vegetables, grains, etc.). These boxes are then entered into the Food Bank's inventory and made available for distribution to Partner Agencies and clients.

Distributing Food: The majority of the Food Bank food reaches clients through Partner Agencies. Partner Agencies are able to view available inventory and place orders online. Agencies within 30 miles of the Food Bank will pick up orders from the Food Bank's warehouse. This includes most, but not all, agencies within Travis County. Pick up appointments are scheduled online, and are collected by the Food Bank's warehouse staff in advance of scheduled appointments. For agencies further away, or for specially scheduled perishable food distributions, the Food Bank delivers food orders to ensure all agencies and clients have access to fresh, nutritious food without the danger of it spoiling during transportation.

The Food Bank also distributes about one million pounds of food each year directly to City of Austin residents via its Mobile Food Pantry program. The Food Bank operates seven monthly Mobile Food Pantry distributions at different neighborhoods within Travis County. Clients line up on regularly scheduled distribution days for their neighborhood, and Food Bank staff and volunteers take food directly from the Food Bank's truck and organize it on tables for distribution to clients. Each household receiving food assistance takes home about 30 pounds of food, including dry and canned goods, fresh produce, bread, dairy, and frozen meat.

SNAP Enrollment and Application Assistance: At food distributions, and other community gathering points, the Food Bank's SNAP outreach staff set up tables in a private space equipped with informational brochures, a computer with internet access, and a scanner. Outreach staff members are also available by appointment at the Food Bank's headquarters, meet with walk-in clients, and provide application assistance by phone.

#### **D. Performance Measures – Impact on Goals**

1. Describe how the Applicant will calculate outputs and outcomes.

Output #1 – Number of unduplicated clients served per 12-month contract period: Collected from client intake forms. Total clients from all Travis County-based distributions will be collected for the first month. Self-identified new clients will be added for each subsequent month. These intake forms are recorded into the client tracking database, Oasis Insight.

Output #2 – Number of unduplicated clients served during the initial 36-month contract period: Self-identified new clients will continue to be added to the unduplicated count for the duration of the contract.

Output #3 – Number of Partner Agencies receiving food from the Food Bank for distribution to clients: The Food Bank’s inventory tracking software, Navision, tracks the destination of all food leaving the Food Bank’s warehouse.

Output #4 – Pounds of food distributed to clients, either through Food Bank Partner Agencies or Food Bank programs: Navision inventory software also tracks the weight in pounds of all food distributed, and the distribution location.

Output #5 – Number of completed SNAP applications submitted on behalf of Travis County clients: All clients receiving benefit application assistance are recorded in the Oasis Insight client database, as well as the outreach location where they received services.

Outcome #1 – Percent of individuals who maintain or increase income: The Food Bank will receive information on the total number of submitted SNAP applications approved for benefits from the Texas Health and Human Services Commission.

Outcome 2 – Meal equivalents provided to individuals: Feeding America determines the equivalent weight of one average meal to be 1.2 pounds. Meal equivalents will be calculated by dividing the total pounds distributed (OP4) by 1.2.

#### **E. Service Coordination**

1. Describe how the Applicant coordinates their services in order to minimize duplication and maximize client access to services.

The Capital Area Food Bank is one of 20 similar food banks within the State of Texas. Each works under the same core business model of collecting donated and salvaged food for distribution to low-income people through the network of social service agencies within their service territory. Service territories for each food bank are coordinated so each county is served by the one food bank that can best address its needs, without overlap. The Capital Area Food Bank provides food to more than 300 agencies across 21 Central Texas counties, or an approximately 19,000 square mile area. Within Travis County specifically, the Food Bank provides food to 140 Partner Agencies.

When need for food assistance exceeds Partner Agency capacity, the Food Bank schedules direct service to clients through the Mobile Food Pantry program. This ensures all clients are able to access help, and clients attending distributions are getting more food.

2. Describe how the Applicant coordinates with other agencies.

The Food Bank frequently receives walk-in or call-in requests for food assistance. In these cases, clients are provided a list of nearby Partner Agencies that can provide them with direct food assistance, as well as their distribution schedules. If the client's need is urgent, and no immediate

food distributions are available, a box of food to sustain them until the next distribution will be provided.

The Food Bank's SNAP outreach staff also provide information and application assistance for Temporary Assistance for Needy Families (TANF), Medicaid, and the Children's Health Insurance Program (CHIP). If they determine a client is likely eligible for additional benefits for which they cannot provide direct application assistance (e.g. WIC), they will refer the client to another agency where help can be provided.

3. If applicable, attach any MOU

N/A

4. Describe how clients will be connected to mainstream resources/public benefits

The Food Bank's SNAP outreach team conducts outreach, education, and application assistance for SNAP, TANF, Medicaid, and CHIP. If a client is determined to be likely eligible for additional benefits (e.g. WIC) they will be referred to another agency where application assistance can be provided.

5. Describe any additional services, not included in this application

Nutrition is a critical part of the Food Bank's mission. It is not enough to simply fill clients' bellies, but the food they receive must nourish them, and promote health. The Food Bank uses the Choosing Healthy Options Program (CHOP) to rank all food received and distributed on a four point nutrition scale. Fresh green beans, for example, may receive a CHOP ranking of "1", whereas canned green beans may receive a CHOP ranking of "2" because of added sodium. The

Food Bank requires that a minimum of 80% of all food distributed maintain a CHOP ranking of “1” or “2”. The Food Bank has exceeded this goal every year.

The Food Bank also offers free nutrition education classes at the request of its Partner Agencies.

## **F. Community Planning Activities**

1. Describe Applicant’s involvement in community planning activities that are specific to the services proposed in this application.

The Capital Area Food Bank is one of more than 200 food banks in the United States that are members of the Feeding America network. It is also a member of the Texas Food Bank Network (TFBN). TFBN is composed of 20 Texas food banks that are members of Feeding America. These affiliations provide statewide and national resources, best-practices, and coordination of hunger relief efforts.

Additionally, the Food Bank maintains other affiliations with disaster relief organizations such as the Central Texas Volunteer Organizations Active in Disaster (VOAD), professional organizations, and nonprofit organizations.

2. Describe Applicant’s involvement in any other community planning activities.

The Food Bank’s Senior Director of Advocacy and Public Policy represents the Food Bank on a variety of community planning organizations, including:

- Austin/Travis County Sustainable Food Policy Board
- Austin/Travis County Community Health Improvement Plan, chairing the Health Food Zones and Food Security working groups

- Community Advancement Network, Dashboard Steering Committee
- One Voice Central Texas, Public Policy Committee
- Austin ISD School Health Advisory Council, chairing the Nutrition Subcommittee

#### **G. Overall Evaluation Factors Regarding Applicant**

1. Describe the Applicant's experience within the last five (5) years managing local, state, and/or federal contracts

The Food Bank receives, monitors, and reports on more than \$3 million in federal, state, and local awards each year. The Food Bank has maintained the following funding contracts for the past five years or longer:

Texas Department of Agriculture (TDA) (USDA TEFAP funding) – Funding Contract Manager: Matt McElhaney, Commodity Operations Specialist, (512) 475-0493

Texas Health and Human Service Commission (USDA SNAP-Ed) – Funding Contract Manager: Rex Miller, Program Specialist, (512) 206-5263

Texas Food Bank Network (USDA Food and Nutrition Service) – Funding Contract Manager: Gaye Lynn Bailey, Program Director, (512) 527-3613

Emergency Food and Shelter National Board Program (Department of Homeland Security) – Funding Contract Manager: Sam Woollard, Principal, (512) 217-6862

Travis County Health and Human Services – Funding Contract Manager: LaDonna Brazell, Contract Compliance Specialist, (512) 854-7875

City of Austin Health and Human Services Department – Funding Contract Manager: Maria Allen, LMSW, Manager, Neighborhood Services Unit, (512) 972-5086. This contract funds \$13,000 to the Food Bank annually to provide a portion of the Senior Director of Programs' salary.

Monitoring reports from the TDA for the Food Bank's TEFAP and Summer Food Service program contracts can be found on pages 72 and 92 respectively. Monitoring visits for other contracts have been conducted, but no written reports were provided to the Food Bank.

2. Describe experience within the last five (5) years working with the target populations.

The Food Bank has provided food to 285,000 or more low-income individuals every year for the past five years.

3. Describe experience within the last five (5) years providing services identical and/or similar to those proposed in this application.

The Food Bank has distributed more than 122 million pounds of food over the past five years, across 21 Central Texas counties. It has been conducting direct food distribution to clients through its Mobile Food Pantry program since 2008. The Food Bank has also been providing SNAP application assistance to clients since 2006.

## **H. Data Management and Program Evaluation**

1. Describe past successes and challenges with data management and reporting, including past experience utilizing an electronic data system.

The Food Bank utilizes inventory tracking software written specifically for food banks, Navision, to maintain detailed records of food sources and distribution, including: the source of all donations, the type of food donated (i.e. dairy, bakery, canned goods, etc.), and the weight of each donation. The data gathered on food distributed through Partner Agencies includes: the agency name, a description of food received, and the weight of food received.

In addition to Navision, the Food Bank uses multiple data systems, including Raiser's Edge to track fundraising and volunteer information, and MIP to track detailed financial records of all transactions, and restrictions to donated funds.

## 2. Describe how data are used for identifying problems in strategies.

The Food Bank conducts close monitoring, and receives regular feedback from its Partner Agencies. Partner Agencies are surveyed annually to assess program satisfaction and determine how service can be improved. Management reviews this data and suggestions are considered, evaluated, often implemented. Demand for services is also closely monitored to assess client needs throughout the Food Bank's service area, and agencies report on any local challenges they may face on an ongoing basis.

Additionally, local and national partnerships provide broad insight on the issue of hunger and food insecurity. As a member of Feeding America, the Food Bank receives detailed analysis of its own programs and client base, as well as those of other food banks throughout the state and country. The Food Bank must also undergo compliance audits every two years at minimum in order to ensure programs and operations meet Feeding America standards.

Income and expenditures are reviewed by the Food Bank's staff every month. The Board of Directors reviews the Food Bank's finances quarterly to ensure all income and expenses are on track, and require explanation of any significant deviation.

3. If applicable, describe the process used to collect data from collaborations

N/A. The Food Bank is not proposing a Cooperative contract.

## **I. Staffing Plan**

1. Describe the overall staffing plan to accomplish activities

The Food Bank's staffing plan for the proposed services focuses on those staff members directly involved in the efficient procurement, inspection, storage, and delivery of food and services for City of Austin and Travis County Partner Agencies. The staff positions allocated to this request includes oversight and administrative staff, agency support staff, volunteer recruitment and training, product recovery and inspection, warehouse, and transportation. Each position is critical to safely handling the high volume of food brought in to and distributed from the Food Bank's warehouse.

The Food Bank has also included SNAP outreach staff directly conducting application assistance.

2. Using Section 0645 – Program Staff Positions and Time, list the project staff by title and the percentage of each position's time to be spent on the program.

The attached Section 0645 – Program Staff Positions and Time is enclosed on page 104.

3. Attach resumes or position descriptions for key staff.

Job descriptions for Officers, Directors, and Managers included on the enclosed Section 0645 – Program Staff Positions and Time are enclosed beginning on page 31.

## PART II – COST EFFECTIVENESS

### **A. Budget**

1. A summary description of the budget justification is required.

The requested funding level covers a portion of staff time for positions working directly on the procurement, processing, and distribution of food to City of Austin residents, or providing SNAP application assistance. 93% of the food distributed by the Food Bank is donated, but that does not mean it is free. These staff positions are essential to keeping food out of landfills, managing volunteers to ensure product safety, safely storing and transporting perishable products, and making food available to clients. All staff positions proposed for City of Austin funding fall into one of the following categories:

- Securing food donations and getting food to the Food Bank
- Processing food to ensure safety, and safely managing food inventory
- Distributing food to Partner Agencies and clients
- SNAP outreach and application assistance

In 2013, the Food Bank distributed 29,399,451 pounds of food, including 7,700,639 pounds within Travis County. This means 26.2% of the Food Bank's total food distribution occurs within Travis County. The Food Bank requests funding for only 15% of each staff members time

listed on Section 0645 – Program Staff Positions and Time. These staff positions are, effectively, the cost of food.

2. Describe the Applicant's fundraising and administrative percentage.

4.6%

## **B. Cost per Client**

1. Describe the average cost per City client served.

$\$324,353$  (Requested annual City of Austin funding Amount) /  $2,754$  (City of Austin Goal of Output #1) =  $\$117.77$

2. If applicable, describe the average cost per client served from all funding sources.

$\$10,354,208$  (Total annual Food Bank budget) /  $285,000$  (Unduplicated clients served annually) =  $\$36.33$

3. Describe the average cost per client achieving each of the performance measures proposed.

Individuals who maintain or increase income:  $\$42,388$  (Requested salary reimbursement for SNAP staff) /  $844$  SNAP applications approved (numerator of Outcome #1) =  $\$35.00$  per application.

Meal equivalents provided to City of Austin residents:  $\$324,353$  (Requested annual City of Austin funding amount) /  $(6,666,667$  meals (Outcome rate of Outcome #2) \*  $3.13\%$  (City Share of proposed goals)) =  $\$1.55$  per meal.

4. Provide justification which indicates the proposed cost is appropriate.

Total project costs from all funding sources listed on Section 0650 – Program Budget and Narrative reflect the Food Bank’s total costs for operating food distribution in 21 Central Texas counties, while clients projected in Output #1 are for Travis County only, therefore a simple calculation using these numbers does not accurately reflect the cost per client served. The Food Bank does not budget on a county-by-county basis.

5. Describe the return on investment/social impact the proposed strategy will make.

The City of Austin cost per client served, according the calculation method above, is \$117.77. This cost represents not only the distribution of 91 pounds of food annually to 88,000 clients, but also the cost to conduct SNAP outreach and application assistance, a resource that is anticipated to provide \$3,544 in food assistance annually per household receiving benefits.

#### C. Program Funding Summary

1. Using Section 0655 – Program Funding Summary, provide an overview of all funding sources the Applicant will use for the proposed project.

Section 0655 – Program Funding Summary enclosed on page 109. No funds committed to date.

### PART III – LOCAL BUSINESS PRESENCE

1. Using Section 0605 – Local Business Presence Identification Form provide the information requested regarding the Applicant and Subcontractor(s), if applicable.

Section 0605 – Local Business Presence Identification Form is enclosed on page 100.

## PART IV – BONUS EVALUATION POINTS

### A. Collaborations/Connection to Additional Self-Sufficiency Goal(s) & Life Continuum Categories.

1. If applicable, describe how the proposed collaborative will successfully work together to maximize service delivery to the target population.

N/A

2. If applicable, provide information on how the application meets the additional self-sufficiency goal(s) and/or Life Continuum categories.

The proposed strategy fulfills the additional Self-Sufficiency Goal **Transition Out of Poverty** by connecting clients with SNAP, TANF, CHIP, and Medicaid benefits, which provide greater economic stability during times of emergency. These safety net benefit programs are in place to make sure that temporary lack of resources remain temporary, and families are not forced to do long-term damage to their economic well-being. They allow families to maintain their physical health without sacrificing other basic needs such as housing, utilities, or healthcare, and directly increase their monthly income. The average SNAP benefit to Texas households is \$295.36 per month, or \$3,544.32 per year. These benefits prevent families from slipping further down the economic ladder.

The Food Bank serves **Adults and Families** primarily, but hunger is not unique to any one age group. Specifically, the Food Bank operates programs to provide extra assistance to **Youth** (through its Kids Cafe and Summer Food Service Program) and **Seniors** (through the Healthy Options Program for the Elderly). These programs help ensure that children have the basic

nutrition they need to remain physically healthy, and seniors have a better chance of aging in place because they focus their limited resources on securing other basic needs without sacrificing food.

B. Leveraging

1. Identify the third party which requires that the Applicant receive City funding for the program in order to be awarded the third-party funds.

The Food Bank uses City of Austin and other funding to leverage food valued at \$49,755,831 as documented on the enclosed audited financial statements. Maintaining City of Austin contracts demonstrates the financial capacity and transparency required to work with regional, statewide, and national corporate partners who provide more than one-third of the total food distributed to City of Austin residents.

2. Provide the name of the grant, award, or program under which the third-party funds are/will be awarded to the Applicant, the term of the third-party funding, and the amount of third-party funding contingent upon receiving City funding under this solicitation.

N/A

3. Specify the date(s) during which the third party requires that the Applicant to receive City funding under this solicitation.

Ongoing.

4. Describe the quantified impact on the proposed program if the Applicant does not receive City funding under this solicitation.

Last year, the Food Bank received 11 million pounds of donated food through corporate grocery retailers, worth approximately \$18,260,000.

5. Provide contract or other documentation that confirms the requirement of City funding in order to receive the third-party funding as an attachment to this application.

N/A

#### C. Healthy Service Environment

1. If applicable, describe how the Applicant has implemented one or more of the Healthy Service Environment policies outlined above. Include the approved and signed policy/ies as an attachment to the application.

The Food Bank currently implements Mother-Friendly Workplace, Employee Wellness Initiative, and Violence Prevention policies. Tobacco-Free Campus Policy is approved and will be implemented by 9/01/14. Signed copies of all approved Healthy Service Environment policies can be found on:

- Tobacco-Free Campus Policy: page 58
- Mother-Friendly Workplace Policy: page 60
- Employee Wellness Initiative: page 62
- Violence Prevention Policy: page 69

2. If applicable, describe how the Applicant plans to implement one or more of the Healthy Service Environment policies outlined above. Include key personnel, by position name only, responsible for ensuring implementation. Also, describe any technical assistance which will be provided to assist the Applicant.

All Healthy Service Environment policies are overseen and enforced by the Food Bank's Human Resources Director, with the support of the Food Bank's President & CEO and Executive Team.

#### AUTHORIZED NEGOTIATOR

Include the name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

Alan Robinson, Chief Financial Officer

8201 South Congress Ave.

Austin TX 78745

(512) 684-2106

# JOB DESCRIPTIONS

## POSITION DESCRIPTION

**POSITION TITLE:** AGENCY RELATIONS MANAGER  
**SALARY GROUP:**  
**FLSA:** EXEMPT  
**DEPARTMENT:** AGENCY RELATIONS  
**ACCOUNTABLE TO:** Chief Operating Officer

Page 1 of 2

**CERTIFICATION:** I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

**APPROVED BY:** Human Resources **DATE:** 09/3/2013

### I. JOB SUMMARY

The primary objective of this position is to act as a liaison between partner agencies and the Food Bank. This includes, but is not limited to, assisting agencies in all aspects of becoming a partner agency, supervision of agency relations staff, co-teaching food handling and civil rights classes, and monitoring agencies for compliance with storage and policy requirements, providing technical assistance to potential agencies.

### II. ESSENTIAL FUNCTIONS

1. Develop corrective action plans, capacity building and work plans in response to organizational/program assessment.
2. Update and maintain partner forms, certifications and trainings both electronically and in agency files.
3. Facilitate, train and mentor in areas of safe food handling, civil rights, capacity building and other related classes.
4. Assist the Finance department in the monitoring of past due accounts.
5. Manages agency monitoring activities including site visits to ensure agency programs and facilities meet food bank standards and criteria.
6. Assures that monitors of partner agencies are completed in a professional and timely manner.
7. Completes initial inspection and regular visits to agencies in compliance with Feeding America standards.
8. Prepares, maintains, and distributes reports as needed. Runs reports in Navision.
9. Manages and supervises day-to-day activities of Agency Relations staff.
10. Assists/attends departmental activities such as the New Agency Orientations and the Annual All-Agencies Conference.
11. Prepare annual budget and monitor of costs and income.
12. Conducts outreach in the community for new pantries in targeted areas.
13. Manages the Partner Agency Retail Pick up Program along with the Food Sourcing and Operations department.
14. Responsible for ensuring and reporting that the Partner Agency Retail Pick up Program meets CAFB standards and regulatory criteria.

### IV. MINIMUM QUALIFICATIONS

#### A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA). Social Services, Business or a related field required.
2. Two year's full-time, wage-earning supervisory experience required.
3. Proficiency in Excel, MSWord, and MS Outlook required.
4. Experience working within a Non-Profit organization highly desired.

## **POSITION DESCRIPTION**

**POSITION TITLE:** AGENCY RELATIONS MANAGER  
**SALARY GROUP:**  
**FLSA:** EXEMPT  
**DEPARTMENT:** AGENCY RELATIONS  
**ACCOUNTABLE TO:** Chief Operating Officer

Page 2 of 2

### **B. Knowledge and Skills**

1. Strong analytical and organizations skills a must.
2. Excellent written, oral and interpersonal communication skills. In particular, the ability to understand and organize detailed information and to write about or talk extemporaneously on that information.
3. Ability to work independently with minimal supervision yet works effectively to achieve deadlines.
4. Ability to effectively and efficiently seek out and find needed information (statistics, results, etc.) both within the Food Bank and externally.
5. Ability to work effectively with other Food Bank staff and volunteers.
6. Solid public speaking, facilitation, capacity building, training, and writing skills.
7. Strong organizational skills, including ability to manage and prioritize multiple projects and tasks simultaneously in a high-energy, fast-paced environment.
8. Knowledge of hunger insecurity both locally and nationally.
9. Demonstrated experience in inspections, auditing and/or compliance enforcement.
10. Treat with confidentiality any information about this and any organization, its staff, trustees or clients that is sensitive, personal or private.
11. Strong computer skills including Microsoft Office, Word, Excel, Outlook, PowerPoint, and internet applications in a Windows environment.
12. Ability to interact effectively in the community and at multiple levels within organizations, especially those serving culturally and economically diverse communities.
13. Demonstrated ability to cultivate relationships with staff, leadership, volunteers and supporters of culturally and economically diverse community and/or faith based organizations and coalitions.
14. Ability to work independently with minimal supervision.

### **V. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

1. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
2. Conditions may include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
3. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.

## POSITION DESCRIPTION

**POSITION TITLE:** CHIEF OPERATING OFFICER  
**FLSA:** EXEMPT  
**DEPARTMENT:** EXECUTIVE STAFF  
**ACCOUNTABLE TO:** PRESIDENT & CEO

Page 1 of 3

**CERTIFICATION:** I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

**APPROVED BY:** Human Resources **DATE:** 04/21/2014

### I. JOB SUMMARY

The Chief Operating Officer (COO) will be responsible for the strategic leadership and oversight of the Supply Chain, Food Sourcing and Agency Relations Functions. This position serves as a member of the Executive Management Team and directs the unique functions of warehouse receiving, shipping and distribution as well as agency relations services, food sourcing, safety, facilities, and quality assurance. This position is responsible for developing and implementing a comprehensive annual work plan to achieve department and organization business goals and objectives and prepares and submits an annual budget proposal and manages the administration of the approved portion of the operation's budget. Coordinates, develops, and implements the Emergency Operations Plan for Capital Area Food Bank.

### II. ESSENTIAL FUNCTIONS

#### Operations

- Operational control of financial management, including developing and managing budgets.
- Responsible for the negotiation/signing/management of vendor/CAFB contracts as assigned by President & CEO.
- Provides direction to direct reports and other operational staff to ensure that operations throughout assigned CAFB control meet planned statistical targets, staffing criteria, acceptable productivity standards, and quality and risk requirements goals with variances responded to by corrective interventions.
- Gathers, analyzes and reports operating information to the President/CEO for the purpose of keeping the CAFBs key customers apprised of the company's on-going status.
- Maintains relationships and keeps key staff members informed on issues that impact the operation and financial health of the Supply Chain organization.
- Develops and recommends programs and facilitates collaborations that will contribute to long-term financial health of CAFB.
- Provide direction and oversight to the Sr. Director of Operations regarding the procurement, warehousing and distribution of donated and purchased food, to include fleet management.
- Establish and maintain positive relationships with all key food rescue resources.
- Maintains appropriate relationships with groups such as national, state, civic organizations and/or other agencies.
- Works collaboratively with Officers, Directors, Board members, and subsidiary entities of the food banking industry as a means of strengthening work relationships, resolving problems and reaching key outcomes.
- Responsible for coordinating with local offices of emergency management as necessary to ensure the effective administration of the company's emergency management program. Coordinates the development and implementation of a Disaster Preparedness and Training.
- Establishes and maintains operational policies and communication procedures for all jurisdictional employees.

## **II. ESSENTIAL FUNCTIONS Continued...**

- Conducts public presentations and speeches at schools, special events, civic organizations, etc. (including television, radio and/or newspaper interviews or appearances) which would benefit the organization's mission.
- Responsible for the staff development approach to all personnel-related responsibilities so that operations staff members have every opportunity to be effective in their work; including performance evaluations on direct reports.
- Collaborates with the Human Resources department to direct and motivate staff members as required. In addition, work the Human Resources department as needed in all staff performance management issues up to and including termination when necessary. Through key staff members, provide leadership for staff and their supervisors and provide direction and long-term planning for the organization's structure.

### **Food Sourcing**

- Manages and supervises the Food Rescue team.
- Oversees the food acquisition and purchasing options through Feeding America, USDA Foods, subsidized and purchase co-op food items and the School Commodities program.
- Maintains mutually beneficial partnerships and on-going communications with other food banks in Texas through the Texas Food Bank Network (TFBN) as well as other Feeding America food banks in other states. Work with other food banks on food sourcing projects as identified as beneficial to CAFB.

### **Agency Relations**

- Manages the Agency Relations team to ensure that all agencies are being monitored for compliance according to Food Bank standards/criteria.
- Responsible for corrective action plans, capacity building and work plans in response to organizational/program assessment.

## **III. MINIMUM QUALIFICATIONS**

### **A. Education, Experience, and Training**

- Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA). Operations or Non-Profit Management degree required.
- Fifteen year's full-time, wage-earning experience in Non-Profit management or Supply Chain operations required.
- Working knowledge and demonstrated experience working in a Distribution Industry preferred.

### **B. Knowledge and Skills**

- Demonstrated knowledge in operations management, risk management, and supply chain knowledge required.
- Strong analytical and organization skills.
- Demonstrated proficiency in various modular based software.
- Demonstrated networking skills and ability to sustain and build partnerships and collaborations.
- Excellent written, oral and interpersonal communication skills, in particular, the ability to understand and organize detailed information and to write about or talk extemporaneously on that information.
- Ability to work independently with minimal supervision to achieve deadlines.
- Must have a strong ethical character, good judgment and discretion; capable of handling confidential information.

- Ability to handle multiple projects with attention to detail and accuracy while adhering to deadlines in a high-energy, fast-paced environment.
- Ability to work effectively with other Food Bank staff and volunteers and liaise with other Food Bank and Feeding America financial staff.

#### **IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

1. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
2. Conditions may include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
3. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.

## POSITION DESCRIPTION

**POSITION TITLE:** COMMUNITY RELATIONS DIRECTOR

**SALARY GROUP:** D

**FLSA:** EXEMPT

**DEPARTMENT:** MOBILIZING COMMUNITIES **ACCOUNTABLE TO:** Chief Development Officer

Page 1 of 2

**CERTIFICATION:** I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

**APPROVED BY:** Human Resources **DATE:** 09/17/2012

### I. JOB SUMMARY

The primary objective of this position is to strengthen and build community engagement with CAFB to support to expand the work and mission of CAFB. Responsibilities include but are not limited to: the management and implementation of annual community events; the management and stewardship of corporate engagement and workplace groups; annual fundraising goals; the management and implementation of a comprehensive volunteer program; tracking, reporting and budgeting; work closely with CAFB staff to ensure adequate community support is fulfilled for volunteer requests and assignments.

### II. ESSENTIAL FUNCTIONS

1. Strengthen and build new and existing community partnerships through community events and volunteerism to achieve and maximize annual fundraising goals.
2. Directs all aspects of sponsored events and cause-related marketing campaigns.
3. Build and secure corporate and media sponsorships to support events.
4. Achieve annual fundraising goals for the Community Relations Department.
5. Directs all aspects of the CAFB Volunteer Resources program by engaging new and existing volunteer groups and individuals.
6. Oversee all aspects of volunteer recruitment, training and allocation efforts ensuring balance of appropriate support and engagement of targeted segments.
7. Oversee community events and volunteer information management including but not limited to: communications, reporting, tracking, and maintenance of constituent data.
8. Strategically and actively recruit new, corporate sponsors and workplace volunteer groups; providing on-going stewardship and support to these groups.
9. Oversee the CAFB Ambassadors Program through active recruitment, stewardship, placement and training.
10. Lead, mentor, develop a team of four direct reports and assigned interns.
11. Manage and monitor scheduling for CAFB-wide projects and events using online scheduling calendar; examine confirmation of group commitments for accuracy.
12. Work with CAFB staff to ensure recruitment and coordination of volunteers for special projects and community events.
13. Represent the Food Bank to the public, including tours and presentations to employee groups, service organizations, faith based groups, and interviews with the media as needed.
14. Establish and maintains a positive relationship with key community stakeholders.
15. Work with the Branding and Communications team to create relevant recruitment materials and eNews communications.
16. Conduct quarterly trainings for CAFB staff.

## POSITION DESCRIPTION

**POSITION TITLE:** COMMUNITY RELATIONS DIRECTOR

**SALARY GROUP:** D

**FLSA:** EXEMPT

**DEPARTMENT:** MOBILIZING COMMUNITIES **ACCOUNTABLE TO:** Chief Development Officer

Page 2 of 2

### II. ESSENTIAL FUNCTIONS Continued

17. Hire, train, supervise and evaluate Community Events and Volunteer Resources staff and interns.
18. Develop and maintain rules and procedures for community events and volunteers and departmental activities.
19. Provide excellence through superior customer service and stewardship.

*\* Performs a variety of marginal duties not listed, to be determined and assigned as needed.*

### III. MINIMUM QUALIFICATIONS

#### A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA). Major course work in Business, Economics or a related field preferred. Each year of experience as described below in excess of the required 5 - 7 years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Five - seven year's full-time, wage-earning experience in non-profit management.
3. Fundraising experience required.

#### B. Knowledge and Skills

1. Knowledge with providing effective training, supervision and delegation of others.
2. Knowledge of Raiser's Edge™ database management software preferred.
3. Knowledge to organize and manage multiple projects, setting priorities and working independently under aggressive timelines.
4. Excellent written and verbal communication skills.
5. Demonstrates good judgment and discretion.
6. Demonstrates the ability to work cooperatively with other Food Bank staff and volunteers.
7. Ability to represent the Food Bank in a professional manner under a variety of conditions.

### IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

1. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
2. Conditions may include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
3. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.

**CAPITAL AREA FOOD BANK  
JOB DESCRIPTION**

PAY GRADE: M  
FLSA STATUS: Exempt  
FULL TIME EQUIV.: 1.0

**POSITION TITLE:** **Sr. Director of Operations**

**ACCOUNTABLE TO:** Chief Operating Officer

**GENERAL DESCRIPTION:** The primary objective of this position is to direct all food receipts and distribution operations of the Food Bank, including product handling (warehouse), inventory control, transportation, and quality assurance of all donated and recovered food product.

**RESPONSIBILITIES:**

- Serves as the head of the operations staff and, as such, administers the personnel policies, establishes standards of job performance; and motivates staff toward accomplishments through supervision and evaluation of work performance.
- Hires, trains, supervise, and evaluate the Transportation Manager, Warehouse Manager, School Commodity Supervisor, and Product Recovery Manager; directs and assists with their supervision of warehouse and transportation staff. Hires, trains, supervise, and evaluate Distribution Assistant and Operations Support Specialist.
- Monitors the success and effectiveness of Food Bank operations and presents periodic reports to the COO.
- Oversees the system of inventory control and develops procedures to assure accurate and relevant record keeping.
- Develops, implements, and directs operational procedures as needed.
- Ensures that handling, storage, and distribution policies are carried out for all donated and USDA products and that the facility and fleet are maintained in an inspection-readiness condition.
- With the appropriate staff, develops job descriptions and training procedures for volunteers used in the warehouse and assures that adequate training is given.
- Preserves the Food Bank's investment in land, building, and equipment by authorizing preventive or scheduled maintenance and needed repairs.
- Accurately records donor, FBC Product Source, quantities, and description of incoming product;
- Receipt Feeding America donations on line in a timely manner; and completes the monthly and quarterly report to Feeding America.
- File online receiving of USDA product to Texas Department of Agriculture within 24 hours of receipt; and completes all required reports to the TDA.
- Determines the ordering of USDA Commodities;
- Work with Food Procurement Manager on purchased resale, purchased subsidized, and FEMA purchase products;
- Orders all produce
- Oversees the preparation of all upcoming audits (USDA, Feeding America, AIB, etc.) and handles all City, State, Federal and USDA inspectors when they come for unscheduled inspections.
- Performs other duties as assigned by the COO as needed

**AGENCY ORDERING:**

- Oversee all agency ordering procedures;
- Work with Distribution Services Assistant in the planning and establishment of agency pick-up and delivery schedules;
- Work closely with other staff to ensure the efficient implementation of all agency orders;

**INVENTORY MANAGEMENT:**

- Conduct daily, weekly, quarterly, and yearly physical inventory counts
- Confers as needed with the Food Procurement Manager to obtain the necessary information about new donors;
- Monitor donor restrictions and the shelf life of all applicable products;
- Walk the warehouse and cooler daily, observing for missing product, expiration dates on certain perishables, restocking needed, but not limited to this;
- Record perishable product, expired product, damaged product to trash, or reclassify to Salvage To Be Reworked on an as needed basis;

**OTHER:**

- Work cooperatively with other staff in all areas of overlapping responsibilities, the Sr. Director of Agency Services (agency ordering), the Sr. Director of Administration (software management), the Product Recovery Manager (product recovery), the Sr. Director of Food Resources (incoming donations), and the Distribution Services Assistant (order entry).
- Perform the duties of the COO in their absence.
- Perform weekly inspections of the warehouse, fleet, and outside grounds.

**QUALIFICATIONS:**

- A level of achievement in education and work experience that reflects ability to direct Food Bank operations
- Strong leadership ability; sound judgment; high professional ethics
- Ability to effectively train and supervise and to delegate responsibilities
- Excellent communications skills, both written and verbal
- Ability to work independently with minimum supervision
- Ability to organize work, time, and self

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

revised 03/14

## POSITION DESCRIPTION

**POSITION TITLE:** SENIOR DIRECTOR OF PROGRAMS  
**SALARY GROUP:**  
**FLSA:** EXEMPT  
**DEPARTMENT:** PROGRAMS  
**ACCOUNTABLE TO:** President & CEO

Page 1 of 2

**CERTIFICATION:** I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

**APPROVED BY:** Human Resources **DATE:** 06/21/2013

### I. JOB SUMMARY

- Lead the development and implementation of a comprehensive CAFB Programs strategy with measureable results
- Oversee all of CAFB's direct service and targeted outreach programs, including: Kids Cafe, Mobile Food Pantry, Fresh Food for Families (FFFF), Healthy Options Program for the Elderly (HOPE) and the Summer Food Service Program (SFSP), nutrition education and social services outreach.
- Grow CAFB's social services outreach program to serve CAFB's 21-county service territory
- Strengthen CAFB healthy food distribution efforts and oversee CAFB's nutrition education program.
- Analyze CAFB programming to ensure strategic implementation and make recommendations on program modifications as needed.
- Build strategic relationships with existing CAFB program partners and identify new strategic partnership opportunities
- Build a cohesive and aligned CAFB programs team - manage a 13 person team to meet organizational objectives.
- Work cross-functionally with CAFB departments to deliver quality programming to the central Texas community.
- Serve as a member of the Executive Team.
- This position requires a programmatic background and knowledge of federal meal programs as well as excellent analytical, interpersonal, organizational, and communications skills.

### II. ESSENTIAL FUNCTIONS

- Directs and manages day-to-day activities of department.
- Analyze CAFB programming to ensure strategic implementation and make recommendations on program modifications as needed.
- Build strategic relationships with existing CAFB program partners and identify new strategic partnership opportunities.
- Ensure all program documentation requirements are being met, including all licenses, inspections and permits as required by TDA and CAFB programs.
- Research community needs and identify gaps in service and areas in need of CAFB services.
- Maintain weekly, monthly and annual reports to outline all programs departmental activities and metrics.
- Direct and coordinate programmatic meetings and communications.
- Keep abreast of developments in hunger relief programming.
- Develop and maintain annual departmental strategic plans, policies and procedures.
- Develop program materials.
- Develop written and online tools for programmatic use including survey and evaluation instruments.
- Serve as liaison to external partners, including representing CAFB at national, regional and local meetings.
- Develop annual departmental work plans, goals and budgets.
- Prepare, administer and manage annual departmental budget.
- Supervise personnel, conduct annual reviews, and manage personnel issues.

Revised 06.21.13

G:\Human Resources\Recruiting\Job Descriptions\Senior Director of Programs

## POSITION DESCRIPTION

**POSITION TITLE:** SENIOR DIRECTOR OF PROGRAMS  
**SALARY GROUP:**  
**FLSA:** EXEMPT  
**DEPARTMENT:** PROGRAMS  
**ACCOUNTABLE TO:** President & CEO

Page 2 of 2

### II. ESSENTIAL FUNCTIONS CONTINUED

- Track departmental progress on all goals and communicate to CAFB internal stakeholders.
- The Program Supervisor works independently and collaboratively with CAFB staff to plan, manage, and implement overall program activities.
- Monitor programs for compliance with Food Bank, USDA, IRS and Feeding America guidelines.
- Research CAFB service territory for gaps in service and program targeting.
- Participate in long- and short-term program development and planning.
- Develop and manage program timelines to ensure timely completion of program deliverables.
- Monitor program activities to ensure quality and accuracy of CAFB programs.
- Represent the Food Bank in face-to-face meetings with existing and prospective Community Partners.
- Perform other duties as assigned.

### III. MINIMUM QUALIFICATIONS

#### A. Education, Experience, and Training

- Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA): Public policy, Social Work, Business or related field required; Master's degree preferred.
- Experience working with volunteers and families of varying socio-economic backgrounds.
- Experience with program development and implementation.
- Experience with food distribution programs preferred, but not required.

#### B. Knowledge and Skills

- Knowledge with providing effective training, supervision and delegation of others.
- Ability to organize and manage multiple projects under aggressive timelines.
- Ability to manage time efficiently and to work independently with minimum supervision
- Knowledge of office applications including Microsoft Office, Excel, Email, and Internet Research.
- Excellent written and verbal communication skills.
- Good judgment and discretion; strong ethical character capable of handling confidential and financial information.
- Demonstrates the ability to work cooperatively and effectively with other Food Bank staff and volunteers in a collaborative environment.
- Ability to work with diverse individuals and groups on complex community issues.
- Ability to represent the Food Bank in a professional manner under a variety of conditions.
- Ability to successfully manage relationships with and provide excellent customer service to CAFB program partners, along with managing partner expectations and changing partner needs.
- Must be detail-oriented, focused on accuracy and able to meet deadlines.
- Knowledge of federal feeding programs (CACFP/SFSP) preferred.

### IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, repetitively lift and carry up to 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- Conditions may include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copies, fax machine, telephone and automobile.

Revised 06.21.13

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## POSITION DESCRIPTION

**POSITION TITLE:** SOCIAL SERVICES OUTREACH SUPERVISOR

**SALARY GROUP:**

**FLSA:** EXEMPT

**DEPARTMENT:** FOOD RESOURCES

**ACCOUNTABLE TO:** SR. DIRECTOR OF FOOD DEVELOPMENT

Page 1 of 3

**CERTIFICATION:** I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

**APPROVED BY:** Human Resources **DATE:** 02/15/2012

### I. JOB SUMMARY

This position is primarily responsible for the supervision and leadership of the Social Services Outreach team in support of established goals to help reduce the rate of hunger throughout a 21 county service area. This position will have oversight of various aspects of the Social Services Outreach Program (SSOP) including assisting clients applying for state public benefit programs such as SNAP-food stamps, Medicaid, CHIP, TANF and others. In addition provide oversight of the SSO team who travel to social service agencies in 21 counties and provide outreach, education, application assistance and identifying potential clients for state public benefit programs. This position will assist clients in the application process for SNAP and other assistance programs available through yourtexasbenefits.com. This position supports the on-going development, implementation and monitoring of program goals, reports, budget, and marketing efforts on behalf of hunger relief in Central Texas. This position implements SSO activities throughout the CAFB service area while maintaining and expanding productive relationships with current Partner Agencies and other regional partners. This position will act as an informed advocate and appropriately communicate to diverse populations on behalf of CAFB and hunger relief; lead SSO representative and spend portions of work week in the field and office as appropriate, providing information and assistance in support of program and team goals.

### II. ESSENTIAL FUNCTIONS

1. Maintain up-to-date knowledge of best practices for educating diverse populations at risk of hunger about the Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps).
2. Assist clients in the application process for SNAP and other assistance programs available through yourtexasbenefits.com.
3. Support the on-going development, implementation and monitoring of program goals, reports, budget, and marketing efforts on behalf of hunger relief in Central Texas.
4. Implement SSO activities throughout the CAFB service area while maintaining and expanding productive relationships with current Partner Agencies and other regional partners.
5. Act as an informed advocate and appropriately communicate to diverse populations on behalf of CAFB and hunger relief; lead SSO representative and spend portions of work week in the field and office as appropriate, providing information and assistance in support of program and team goals.
6. Meet all scheduled reporting requirements of the Health & Human Services/Texas Food Bank Network (HHSC/TFBN) funding grant and act as a primary contact with designated HHSC and TFBN representatives.
7. Act as a primary contact with CAFB Partner Agencies to provide outreach, education, and application assistance to potential SNAP and other social services recipients.
8. Develop new relationships with community partners where such relationships will improve the outcome of the program.
9. Train additional SSO Coordinators in the CAFB service area to support the HHSC Community Partner Program as needed.

**\* Perform additional duties as assigned.**

Revised 02.15.2012

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### **POSITION DESCRIPTION**

**POSITION TITLE:** SOCIAL SERVICES OUTREACH SUPERVISOR

**SALARY GROUP:**

**FLSA:** EXEMPT

**DEPARTMENT:** FOOD RESOURCES

**ACCOUNTABLE TO:** SR. DIRECTOR OF FOOD DEVELOPMENT

Page 2 of 3

### **III. MINIMUM QUALIFICATIONS**

#### **A. Education, Experience, and Training**

1. Three - five year's full-time, wage-earning supervisory experience in Social Services and/or Social Work and relevant experience dealing with diverse populations in a face to face setting.
2. Demonstrated ability to successfully work with volunteers and families of varying socio-economic backgrounds.
3. Proven knowledge and demonstrated proficiency with current HIPAA regulations required.
4. In depth knowledge of public benefits and Federal nutrition programs preferred.
5. Demonstrated knowledge, understanding, familiarity, and sensitivity to hunger and poverty issues.
6. Ability to communicate information in a professional manner to a diverse range of people.
7. Ability to work cooperatively and productively within a high performance, results oriented, environment.
8. Ability to work independently with minimum supervision.
9. Ability to travel 30% of the time with the ability to work rotating nights and/or weekends.
10. Must possess and maintain a valid Texas Driver's License and proof of insurance.

#### **B. Knowledge and Skills**

1. Excellent written, oral and interpersonal communication skills. In particular, the ability to understand and organize detailed information and to write about or talk extemporaneously on that information.
2. Demonstrated experience in customer service environments. Demonstrated ability to keep up-to-date records and comply with reporting requirements.
3. Ability to juggle multiple projects with attention to detail and accuracy while adhering to deadlines in a high-energy, fast-paced environment.
4. Exercise good judgment and discretion; strong ethical character capable of responsible handling of confidential information.

Revised 02.15.2012

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#### **POSITION DESCRIPTION**

**POSITION TITLE:** SOCIAL SERVICES OUTREACH SUPERVISOR

**SALARY GROUP:**

**FLSA:** EXEMPT

**DEPARTMENT:** FOOD RESOURCES

**ACCOUNTABLE TO:** SR. DIRECTOR OF FOOD DEVELOPMENT

Page 3 of 3

#### **B. Knowledge and Skills ...continued**

5. Proficiency in Microsoft Applications such as Word, Excel, and PowerPoint. Proficiency with the Internet and non-profit software (Raiser's Edge preferred).
6. Ability to work independently with minimal supervision.
7. Ability to work effectively with other Food Bank staff and volunteers.

#### **IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

1. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
2. Conditions may include working outside in inclement weather, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
3. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.

**CAPITAL AREA FOOD BANK  
JOB DESCRIPTION**

PAY GRADE: M  
FLSA STATUS: Exempt  
FULL TIME EQUIV.: 1.0

**POSITION TITLE: Transportation and Logistics Manager**

**ACCOUNTABLE TO:** Director – Operations

**GENERAL DESCRIPTION:** Manage transportation and logistics chain for donated products from Donors to Agencies with strong customer service. Oversee and develop Transportation staff. Support Director of Operations with any special projects.

**RESPONSIBILITIES:**

**Personnel Supervision:**

- Ensures written Capital Area Food Bank Employee Handbook procedures are enforced as necessary.
- Hires, trains, supervises and evaluates the Regional and Perishable Program Drivers.
- Has oversight of all volunteers working on various projects through out Operations.

**Safety and Health:**

- Enforces all Operations and safety rules.
- Operates forklift, trucks, and other equipment in a safe manner.
- Complies with Department of Transportation (DOT) and OSHA health and safety regulations and other laws that govern transportation operations.

**Coordination:**

- Works cooperatively with the Events Manager, Director of Volunteer Services, Warehouse Supervisor, Distribution Services Manager and the Director – Food Resources in all overlapping activities including use of warehouse space and equipment.

**Policies / Procedures**

- Creates and implements all policies and procedures for Transportation.
- Ensure that policies and procedures are followed by staff
- Evaluates existing Transportation, and Operation procedures and recommends improvements to the Director – Operations, Director of Food Resources and Community Events Manager.

**Transportation Training / Safety**

- Ensures that safety procedures and policies are followed by Drivers
- Provides training and Develops Regional and Perishable Program Drivers
- Enforces DOT regulations in respect to driver's and vehicles.

**Preventive Maintenance Schedules and Inspections**

- Contact companies to conduct PM inspections as directed by D-O
- Develop and maintain list of transportation equipment upkeep, safety and PM inspections

**Donation Logistics**

- Develop and manage strong customer service functions for donors.
- Routes drivers daily as recommended by Director Food Resources
- Prepare maps for drivers, update Delivery Map Book as needed

**QUALIFICATIONS:**

- Excellent planning/organizational, logistics and customer service skills.
- Good judgment and discretion.
- Excellent interpersonal and training skills
- Ability to effectively supervise and to delegate responsibilities.
- Ability to train others in various procedures.
- Ability to manage time effectively and to work independently with minimum supervision.
- Ability to work cooperatively with other Food Bank staff, volunteers, and agency personnel.
- Ability to represent the Food Bank in a courteous professional manner.
- Knowledge of correct way to lift heavy items and physical ability to do so.
- Possession of a current Texas driver's license and a clean driving record.

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.



#### POSITION DESCRIPTION

**POSITION TITLE:** VOLUNTEER RESOURCES MANAGER  
**SALARY GROUP:** D  
**FLSA:** EXEMPT  
**DEPARTMENT:** COMMUNITY RELATIONS  
**ACCOUNTABLE TO:** COMMUNITY RELATIONS DIRECTOR

Page 1 of 3

**CERTIFICATION:** I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

**APPROVED BY:** Human Resources **DATE:** 10/05/12

#### I. JOB SUMMARY

The primary objective of this position is to develop and implement a comprehensive volunteer program to support and supplement the expansion of CAFB's operations, programs, events, and mission. Responsibilities include but are not limited to: infrastructure of the department; the recruitment, allocation, training, tracking and stewardship of the various volunteers types; information management of volunteer records and communications; management of the Community Service Restitution Program; work closely with CAFB staff to ensure adequate volunteer support for requests, job descriptions and assignments.

#### II. ESSENTIAL FUNCTIONS

1. Create and implement an annual comprehensive volunteer work plan and budget to engage the community in positive service experiences and to support the Food Bank with appropriate and adequate volunteers.
2. Oversee all aspects of volunteer recruitment, training and allocation efforts ensuring balance of appropriate support and engagement of targeted segments.
3. Oversee volunteer information management including but not limited to: communications, reporting, tracking, and maintenance of volunteer data.
4. Maximize CAFB fundraising support and goals through volunteerism.
5. Strategically and actively recruit new, potential workplace volunteer groups; providing on-going stewardship and support to these groups.
6. Staff and support the Volunteer Engagement Committee in year-round CAFB volunteer programming.
7. Oversee the Volunteer Leaders Program and Administrative volunteers through active communication and engagement.
8. Oversee the CAFB Ambassadors Program through active recruitment, stewardship, placement and training.
9. Manage volunteer recognition program and volunteer feedback process.
10. Manage all aspects of CAFB's Community Service Restitution Program: Travis County Adult Probation program (CSV) and the Travis County SMART Program.
11. Serve as agency liaison with Travis County contacts and all contracted volunteer programming contacts.



## POSITION DESCRIPTION

**POSITION TITLE:** VOLUNTEER RESOURCES MANAGER  
**SALARY GROUP:** D  
**FLSA:** EXEMPT  
**DEPARTMENT:** COMMUNITY RELATIONS  
**ACCOUNTABLE TO:** COMMUNITY RELATIONS DIRECTOR

Page 2 of 3

### II. ESSENTIAL FUNCTIONS Continued...

12. Conduct bi-monthly orientation for CSR program.
13. Coordinate, supervise and evaluate the CSR program participants.
14. Work with CAFB staff to ensure recruitment and coordination of volunteers for special projects and community events.
15. Represent the Food Bank to the public, including tours and presentations to employee groups, service organizations, faith based groups, and interviews with the media as needed.
16. Establish and maintains a positive relationship with key community stakeholders.
17. Work with the Branding and Communications team to create relevant recruitment materials and eNews communications.
18. Conduct quarterly Volunteer Resources trainings for CAFB staff.
19. Hire, train, supervise and evaluate VR staff and interns.
20. Develop and maintain rules and procedures for volunteers and departmental activities.
21. Provide excellence through superior customer service.
22. Perform other duties as assigned.

### III. MINIMUM QUALIFICATIONS

#### A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA).
2. Five or more year's full-time, wage-earning experience in volunteer management with demonstrated success.
3. Raiser's Edge™ database management software experience preferred.

#### B. Knowledge and Skills

1. Excellent written, oral and interpersonal communication skills. In particular, the ability to understand and organize detailed information and to write about or talk extemporaneously on that information.
2. Ability to juggle multiple projects with attention to detail and accuracy while adhering to deadlines in a high-energy, fast-paced environment.
3. Exercise good judgment and discretion; strong ethical character capable of handling confidential information.
4. Proficiency in Word, Excel, the Internet and donor management software (Raiser's Edge preferred).
5. Ability to work independently with minimal supervision.
6. Ability to work effectively with other Food Bank staff and volunteers.
7. Ability to provide effective training, supervision of others, and delegate responsibly.

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#### POSITION DESCRIPTION

**POSITION TITLE:** VOLUNTEER RESOURCES MANAGER  
**SALARY GROUP:** D  
**FLSA:** EXEMPT  
**DEPARTMENT:** COMMUNITY RELATIONS  
**ACCOUNTABLE TO:** COMMUNITY RELATIONS DIRECTOR

Page 3 of 3

#### IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

1. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
2. Conditions may include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
3. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.

## POSITION DESCRIPTION

**POSITION TITLE:** PRODUCT RECOVERY MANAGER  
**FLSA:** EXEMPT  
**DEPARTMENT:** PRODUCT RECOVERY (Supply Chain)

Page 1 of 3

**CERTIFICATION:** I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

**APPROVED BY:** Human Resources **DATE:** 03/27/2013

### I. JOB SUMMARY

The primary objective of this position is to effectively and safely manage the Product Recovery area of the Capital Area Food Bank (CAFB). Major components include supervising volunteers working in the product recovery area and ensuring that necessary projects are done appropriately and completely, including production, inventory management, and quality assurance.

### II. ESSENTIAL FUNCTIONS

#### Staff Supervision:

- Ensures CAFB Employee Handbook procedures are enforced as necessary
- Manages and directly supervises all day-to-day product recovery projects
- Hires, trains, supervises and evaluates the product recovery lead(s) and assistant(s)
- Supervises volunteers, including probationary workers and the SMART Team, by assigning their duties and directing their progress
- Works cooperatively with the Director of Volunteer Resources to develop training materials for product recovery volunteers
- Provides on-the-job training to product recovery volunteers
- Ensures that finished product is tallied and the inventory is provided to the Distribution Service Manager at least daily for data entry
- Monitors the supply of unsorted reclamation center salvage and informs the Operations Manager of needs
- Ensures that all incoming food is inspected and evaluated for spoilage and contamination
- Monitors inventory

#### Inventory Management:

- Ensures written Inventory Management procedures are enforced and updated as necessary

#### Safety and Health:

- Ensures written Safety & Health procedures are enforced and updated as necessary.
- Enforces all warehouse and safety rules.
- Operates forklift, trucks, and other equipment in a safe manner.
- Complies with health regulations and other laws that govern food distribution and warehouse operations.

## POSITION DESCRIPTION

**POSITION TITLE:** PRODUCT RECOVERY MANAGER  
**FLSA:** EXEMPT  
**DEPARTMENT:** PRODUCT RECOVERY (Supply Chain)

Page 2 of 3

### II. ESSENTIAL FUNCTIONS *continued...*

#### **Operations Training / Safety**

- Ensures that safety procedures and policies are followed by staff and volunteers
- Develop and coordinate in-house leadership training for product recovery staff
- Schedules and / or Conducts safety training for staff throughout the year
  - CPR & First Aid training
  - Ergonomics training
  - Fire Drills
  - OSHA Forklift Training
  - HAZCOM
  - Food Safety
- Maintains training records
- Assist Senior Director of Operations in accident investigations

#### **Sanitation:**

- Ensures written Sanitation procedures are enforced and updated as necessary
- Maintains a regular schedule for cleaning the product recovery area
- Monitors pest control devices and pest activity in salvage and product recovery areas and reviews status with Operations Manager on a weekly basis
- Personally conducts thorough inspection of premises, no less frequently than every two weeks, to determine remedial action needed
- Monitors volume of discarded trash and requests additional service if needed

#### **Equipment:**

- Ensures written equipment procedures are enforced and updated as necessary
- Notifies the Operations Support Manager of any refrigeration or equipment repairs that are necessary or recommended

#### **Product Recovery Operations**

- Ensures written Product Recovery procedures are enforced and updated as necessary

#### **General:**

- Works cooperatively with the Director of Volunteer Services, Operations Support Manager, Product Recovery Lead, and the Senior Director of Food Resources in all overlapping activities including use of warehouse space and equipment
- Evaluates existing procedures and recommends improvements to the Senior Director of Operations

### III. MINIMUM QUALIFICATIONS

#### **A. Education, Experience, and Training**

- Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA). Major course work in business, non-profit or a related field preferred.

## POSITION DESCRIPTION

**POSITION TITLE:** PRODUCT RECOVERY MANAGER  
**FLSA:** EXEMPT  
**DEPARTMENT:** PRODUCT RECOVERY (Supply Chain)

Page 3 of 3

### **A. Education, Experience, and Training continued...**

- 3+ years of experience in warehousing and demonstrated ability to operate all warehouse equipment.
- 2+ years' experience supervising employees.

### **B. Knowledge, Skills and Abilities**

- Knowledge with providing effective training and delegation of others
- Knowledge of warehousing procedures
- Knowledge to organize and manage multiple projects, setting priorities and working independently under aggressive timelines
- Excellent written and verbal communication skills
- Demonstrates good judgment and discretion
- Demonstrates the ability to work cooperatively with other Food Bank staff and volunteers
- Ability to represent the Food Bank in a professional manner under a variety of conditions

## **IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

1. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, repetitively lift and carry 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
2. Conditions may include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
3. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.

## POSITION DESCRIPTION

**POSITION TITLE:** WAREHOUSE MANAGER  
**SALARY GROUP:**  
**FLSA:** EXEMPT  
**DEPARTMENT:** SUPPLY CHAIN  
**ACCOUNTABLE TO:** SR. DIRECTOR OF OPERATIONS

Page 1 of 4

**CERTIFICATION:** I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

**APPROVED BY:** Human Resources **DATE:** 08/01/2013

### I. JOB SUMMARY

This position is responsible for the effective and safe managing of the basic warehouse operations of the Food Bank, including shipping and receiving, inventory maintenance, and disbursement of products.

### II. ESSENTIAL FUNCTIONS

#### Personnel Supervision:

- Ensures written Capital Area Food Bank Employee Handbook procedures are enforced as necessary.
- Manages and directly supervises all day-to-day warehouse activities.
- Hires, trains, and supervises and evaluates the Warehouse Assistant(s), Warehouse Lead(s)
- Supervises warehouse volunteers, including probationary workers and the SMART Team, by assigning their duties and directing their progress.
- Works cooperatively with the Transportation Manager in the use of Driver(s) for warehouse activities and/or use of Warehouse Assistant(s) for product pick-up.

#### Distribution & Shipping:

- Ensures written Distribution and Shipping procedures are enforced and updated as necessary.
- Supervises the actual transfer of food to the member agencies and monitors agency personnel while in the warehouse.
- Ensures that all food products are distributed as restricted by donor.

#### Receiving:

- Ensures written Receiving procedures are enforced and updated as necessary.
- Ensures that all incoming food is inspected and evaluated for spoilage and contamination.

#### Inventory Management:

- Ensures written Inventory Management procedures are enforced and updated as necessary.
- Maintains warehouse address system accurately.
- Enforces first in/first out distribution system with all outgoing product
- Conducts accurate physical inventory counts weekly, and counts of FEMA products and USDA Commodities

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## POSITION DESCRIPTION

**POSITION TITLE:** WAREHOUSE MANAGER  
**SALARY GROUP:**  
**FLSA:** EXEMPT  
**DEPARTMENT:** SUPPLY CHAIN  
**ACCOUNTABLE TO:** SR. DIRECTOR OF OPERATIONS

Page 2 of 4

### II. ESSENTIAL FUNCTIONS Continued...

- Ensures that all food entering the warehouse is noted in the receiving log, including Feeding America shipments, purchased food, salvage, and USDA commodities.
- Ensures that all stored perishable foods are inspected and evaluated for spoilage daily, and that inedible food is promptly removed.
- Ensures written "HR, Shipping, Receiving, Distribution, Inventory" procedures are enforced and updates as necessary.

#### Safety and Health:

- Ensures written Safety & Health procedures are enforced and updated as necessary.
- Enforces all warehouse and safety rules.
- Operates forklift, trucks, and other equipment in a safe manner.
- Complies with health regulations and other laws that govern food distribution and warehouse operations.

#### Operations Training / Safety

- Ensures that safety procedures and policies are followed by staff and volunteers
- Develop and coordinate in-house leadership training for Operations staff
- Schedules and / or coordinates safety training for staff throughout the year
  - CPR & First Aid training
  - Ergonomics training
  - Fire Drills
  - CROWN Forklift Training
  - HAZCOM
  - Food Safety
- Maintains records on training
- Assists Senior Director of Operations in accident investigations

#### Sanitation:

- Ensures written Sanitation procedures are enforced and updated as necessary.
- Maintains a regular schedule for cleaning the warehouse and refrigeration units.
- Serves as liaison with pest control contractor, including jointly conducting monthly inspections and preparing pest control log.
- Personally conducts thorough inspection of premises weekly to determine remedial action needed.
- Monitors volume of discarded trash and requests additional service if needed.

#### Equipment:

- Ensures written Equipment procedures enforced and updated as necessary.
- Calls service on any refrigeration or equipment repairs that are necessary.

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## POSITION DESCRIPTION

**POSITION TITLE:** WAREHOUSE MANAGER  
**SALARY GROUP:**  
**FLSA:** EXEMPT  
**DEPARTMENT:** SUPPLY CHAIN  
**ACCOUNTABLE TO:** SR. DIRECTOR OF OPERATIONS

Page 3 of 4

## II. ESSENTIAL FUNCTIONS Continued...

### Product Recovery Operations

- Ensures written Product Recovery procedures enforced and updated as necessary.

### General:

- Works cooperatively with the Senior Director of Operations, Product Recovery Lead, and Product Recovery Manager in all overlapping activities including use of warehouse space and equipment.
- Evaluates existing procedures and recommends improvements to the Senior Director-Operations

## III. MINIMUM QUALIFICATIONS

### A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA). Major course work in Warehouse Operations, Business, Non-Profit or a related field preferred.
2. A minimum of five years of wage-earning experience in the Warehouse Operations field (or equivalent responsibilities).

### B. Knowledge and Skills

1. Demonstrated proficiency and knowledge of warehouse operations and the operation of warehouse equipment; with the ability to train other staff on safety processes.
2. Ability to organize and manage multiple projects, setting priorities and working independently under aggressive timelines.
3. Excellent written, organization and verbal communication skills, strong command of office applications such as Excel etc.
4. Demonstrates good judgment and discretion.
5. Extensive knowledge of safe warehouse practices (lifting, stacking pallets, power equipment etc.)
6. Demonstrates the ability to work collaboratively and cooperatively with other Food Bank staff and volunteers.
7. Ability to represent the Food Bank in a professional manner under a variety of conditions.

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**POSITION DESCRIPTION**

**POSITION TITLE:** WAREHOUSE MANAGER  
**SALARY GROUP:**  
**FLSA:** EXEMPT  
**DEPARTMENT:** SUPPLY CHAIN  
**ACCOUNTABLE TO:** SR. DIRECTOR OF OPERATIONS

Page 4 of 4

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

1. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, repetitively lift and carry up to 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
2. Conditions may include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
3. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.

# HEALTHY ENVIRONMENT POLICIES



EFFECTIVE 09/01/2014

## Tobacco-Free Campus Policy

### **1.0 Purpose**

Capital Area Food Bank of Texas (CAFB) is committed to providing a safe and healthy worksite and promoting the health and well-being of its employees. Personal health hazards related to all tobacco products are numerous and have been well documented. The health hazards related to tobacco use and exposure to second hand smoke. We care about the health of each and every employee, and our intent is to provide all employees and volunteers with a work environment conducive to good health.

### **2.0 Definitions**

Employees - Include regular employees (whether full or part-time), Fellows, Interns, and AmeriCorps VISTAs.

Property - the facilities and grounds that are owned operated or leased by CAFB, including buildings, parking lots, and CAFB owned and leased vehicles.

Tobacco use -use of cigarettes, cigars, chewing tobacco, snuff, pipes, snus, and any non-FDA approved nicotine delivery device.

Electronic cigarette - any electronic oral device, such as one composed of a heating element, battery, and/or electronic circuit, which provides a vapor of nicotine or any other substance, and the use or inhalation of which stimulates the smoking of tobacco cigarette, pipe or cigars. "Electronic cigarette" includes any such device, whether manufactured, distributed, marketed, or sold as an electronic cigarette, an electronic cigar, an electronic cigarillo, an electronic pipe, electronic hookah, or under any other product name or descriptor. The term electronic cigarette does not include any asthma inhaler or other device that may be specifically approved by United States FDA.

### **3.0 Scope**

This policy applies to all individuals at all times while on CAFB property including:

- Employees
- Volunteers
- Visitors
- Contractors and Consultants

This policy will be clearly communicated to all employees, prospective employees, and visitors to our site.

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EFFECTIVE 09/01/2014

#### **4.0 Policy**

Tobacco use and/or electronic cigarette use is not permitted at any time, on CAFB property, including personal vehicles parked in CAFB parking lots.

There will be no designated areas on CAFB property for tobacco use.

Littering of tobacco-related products on the grounds or parking lots is also prohibited.

CAFB strives to be a good neighbor in the community, and as such we discourage the use of tobacco products on the property of nearby businesses and residences.

#### **5.0 Enforcement**


- Self-enforcement is expected.
- All employees are encouraged to communicate the tobacco-free campus policy with courtesy and diplomacy to other employees, visitors and vendors to the designated tobacco-free campuses.
- Violations may be reported by employees to their supervisor/manager or the supervisor/manager of the employee breaching the policy.
- Compliance with the tobacco-free campus policy is mandatory for all employees and persons visiting the company, with no exceptions.
- Violations will be enforced through established CAFB policies and procedures.

#### **6.0 Acknowledgement**

I have read, understand and will comply with CAFB's Tobacco Free Workplace Policy.

Employee name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: 

Human Resources:   
Representative

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EFFECTIVE 02/24/2014

## **Mother-Friendly Lactation Support Policy**

### **1.0 Overview**

Both federal and state law now recognize the importance of providing support in the workplace for mothers who choose to breast-feed their babies. Capital Area Food Bank of Texas (CAFB) recognizes the importance of breastfeeding in regards to maternal and child health. This policy establishes a "Mother-Friendly" employee worksite lactation support program at CAFB in accordance with Texas Health and Safety Code § 165.003. Supervisors are responsible for notifying all employees of this policy.

### **2.0 Purpose**

The overwhelming weight of academic and clinical research recognizes the benefits of breast-feeding on the healthy well-being and development of babies. It is our policy that a breastfeeding employee is allowed to express milk during work hours. CAFB will actively promote this desirable goal by establishing a workplace lactation support program for employees who choose to continue breast-feeding after returning to work.

### **3.0 Scope**

When an employee requires lactation support, the employee may use her normal meal and compensated break times to express milk. For time needed beyond these usual breaks, the employee may need to use personal time (lunch, vacation, and sick) and / or discuss further options with their manager. Managers will allow work schedule and work pattern flexibility to accommodate a reasonable break time for an employee to express breastmilk for her nursing child, for up to one year after the child's birth.

### **4.0 Policy**

CAFB will provide private space, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public, for the purpose of expressing breastmilk each time such employee needs to express the milk will be provided.

Breastfeeding employees have access to nearby clean, safe water for washing hands and rinsing breast pump parts.

G:\Human Resources\Policies\Mother Friendly Workplace 2014



EFFECTIVE 02/24/2014

Employees may store their expressed milk in their own personal coolers with ice pack or in the shared break room refrigerator space.

As with any personal food item, handling and supervision of the expressed milk is the sole responsibility of the employee.

5.0 Acknowledgement

**I have read and understand CAFB's Mother-Friendly Lactation Support Policy.**

Employee name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: *[Handwritten Signature]*

Human Resources: *Ublanne Hodey*  
Representative

G:\Human Resources\Policies\Mother Friendly Workplace 2014

### **2014 CAFB Wellness Program**

Each month will feature a new competition for all departments based on the theme of that month. Departments will be ranked based on their collective number of points acquired at the end of the quarter. The winning department with the highest score will receive a prize as well as the individual who has the highest score across all departments. This individual will be named the "Healthiest Employee of the Quarter." Results will be announced at quarterly staff meetings.

The formation of a wellness committee to support the competitions is encouraged. Representatives from all departments are welcome. These representatives would be the team leaders. The committee will meet once a month for training from the Nutrition Education Manager (NEM) on the following month's topic and challenge. NEM will distribute handouts to team leaders to give to their team. NEM will email all staff a recap of the meeting with the challenge and logistics.

In addition to the departmental competitions, the bulletin board in the break-room will be updated on a monthly basis. The contents of the board will cover various nutrition-related topics and will provide education and specific healthy lifestyle recommendations for each topic. The Nutrition Team will update the wellness board on a monthly basis with handouts, recipes, competition updates, etc. The Wellness Committee Chair will also email these documents to all staff.

#### **January**

#### **Healthy New Year's Resolutions – Making Healthy Substitutions**

##### **Competition: Kick Start the New Year Football Challenge**

**Instructions:** Substitute one regularly consumed meal or side item that is higher in fat/sodium/sugar with a healthier option. Example- if an employee frequently visits Chickfila, order grilled chicken sandwich in place of regular sandwich once that week. Or if potato chips is a regular lunch item, substitute this for pretzels or a bag of almonds one day out of the week. Each employee will earn points per substitute. The team with the highest point total wins.

**Bulletin Board:** Tips for modifying recipes, healthier options when eating out or at parties, recipe, etc.

### **February**

**National Heart Healthy Month**  
<http://www.heart.org/HEARTORG/>  
**National Fiber Focus Month**  
**National Hot Breakfast Month**  
**National Snack Food Month**  
**Canned Food Month**

#### **Competition: Canned Foods Healthy Recipe Contest**

**Instructions:** Each team will enter a savory or sweet recipe using mostly canned ingredients that are low-sodium, no salted added or no sugar added. Canned fruit must be canned in 100% fruit juice or "in its own juice." Protein sources must be lean cuts packed in water.

**Bulletin Board:** Heart healthy foods, heart disease statistics, food label reading, shopping tips for purchasing healthier options, recipe, etc.

### **March**

**National Nutrition Month**  
<http://www.eatright.org/NNM/#>  
**National Frozen Food Month**

#### **Competition: Make Half Your Plate Fruits and Vegetables! Challenge**

**Instructions:** In line with the 2010 USDA Dietary Guidelines, "Make Half Their Plate Fruits and Vegetables," throughout the month, staff will take photos of their "MyPlate" meals. Teams will be awarded points only if all team members have 5 servings of vegetables and fruit each day. All forms count - fresh, frozen or canned. Individual points will be tracked for the individual who will be named the "Healthiest Employee of the Quarter." Bonus points for teams that eat dark green, orange/yellow, red, green, blue/purple, white all in the same week will be awarded.

**Bulletin Board:** Benefits of fruits and veggies (F/V) by color group, serving recommendations, tips for increasing F/V, recipe, etc.

## **April**

**National Cancer Control Month**  
**<http://www.cancer.org/>**

**Competition: Cancer-Fighting Foods Recipe Contest**

**Instructions:** Individuals will create a recipe containing cancer-fighting foods to be executed and judged. Terms will be defined. Individuals will be judged on flavor, texture, color, nutrition and phytochemicals that prevent cancer. Bonus points will be awarded for recipes containing more than one phytochemical. The team with the highest score is the winner of this competition, so you are encouraged to have all team members enter a dish to earn the maximum number of points.

**Bulletin Board:** cancer statistics, cancer-fighting foods, specific types of cancer that are affected/may be prevented by good nutrition, recipe, etc.

## **May**

**National Osteoporosis Awareness & Prevention Month**  
**<http://nof.org/awareness/may-awareprevention>**

**Competition: Ready, Set, GO - Be Active Your Way!**

**Instructions:** A weekly exercise chart will be given to each member of the department. Team members will fill in their chart and at the end of each week, the team leader will fill in the team chart on the bulletin board. The team leader can fill in one block for every person that is physically active for 30 minutes in a day. The goal is that each team member will be physically active for 30 minutes at least 5 times a week. For each week that every block is filled in, a team will earn 7 points. If each team member is active less than 7 days, then the corresponding number will be filled in. For example, if all team members were active 5 days, there should be 5 blocks filled in and the team will score 5 points.

**Bulletin Board:** Bone health statistics, spotlight on calcium & vitamin D with food sources and daily recommendations for gender/age, physical activity guidelines, recipe, etc.

## **June**

### **Focus in on Fiber**

#### **National Dairy Month**

**<http://www.nationaldairycouncil.org/Pages/Home.aspx>**

#### **National Fresh Fruit and Vegetable Month**

#### **Competition: Dairy Recipe Contest**

**Instructions:** For a team to earn points this way, every team member must eat a minimum of 3 servings of low-fat milk or milk alternative all week. "Low-fat milk will be defined as any milk with 2% or 1% milk fat, non-fat and/or provides the DRI amount for calcium. For each day that every team member has successfully consumed three servings of low-fat milk or milk alternative, the team will earn points. Bonus points will be awarded if the entire team chooses low-fat milk for the week.

**Bulletin Board:** Dairy sources, spotlight on calcium & vitamin D, daily recommendations for gender/age, tips for consuming more dairy, Bone health statistics, recipe, etc.

## **July**

### **National Grilling Month**

#### **Competition: Power Up with Protein Challenge**

**Instructions:** For a team to earn points this way, every team member must eat lean protein every day. Lean protein and preparation methods will be defined. For each day that every team member has successfully consumed lean protein, the team will earn points. Bonus points will be awarded if the entire team consumes 12 ounces of fish each week.

**Bulletin Board:** protein sources, what it does for the body, spotlight on iron, serving size recommendations, healthier choices, tips, food safety, recipe

## **August**

### **Back to School and Healthy Snacks**

#### **Competition: Healthy Snack Recipe Contest**

**Instructions:** Individuals will create and sample a snack recipe limiting solid fats and added sugars. Terms will be defined to include whole grains, F/V, lean protein and low-fat dairy. Individuals will be judged on flavor, texture, color, nutrition, etc. The team with the highest score is the winner of this competition, so you are encouraged to have all team members enter a snack to earn the maximum number of points.

**Bulletin Board:** Solid fats and added sugars, healthy snack tips, healthy grocery store snacks, healthy beverages, recipe

## **September**

### **National Cholesterol Education Month**

**<http://www.cdc.gov/features/cholesterolawareness/>**

### **National Breakfast Month**

### **Whole Grains Month**

#### **Competition: Breaking the Fast – Start Your Day Off Right!**

**Instructions:** For a team to earn points this way, every team member must eat a nutritious breakfast for the day. "Nutritious" will be defined in this context as any food or beverage that provides a sufficient amount of protein, whole grains, and/or vitamins and minerals per serving. For each day that every team member has successfully consumed a nutritious breakfast, the team will earn points.

**Bulletin Board:** cholesterol health statistics, foods that help control/lower cholesterol, lifestyle risk factors, importance of breakfast, recipe, etc.

## October

### **WHOLAWEEEN (Whole Grains) Vegetarian Awareness Month**

#### **Competition: Make Half Your Grains a Whole Grain!**

**Instructions:** For a team to earn points this way, every team member must eat a minimum of 3 servings of whole grains each day of the week. "Whole Grains" will be defined in this context as any food that provides a sufficient amount of fiber ( $\geq 3\text{g/serving}$ ) and is the first ingredient in the ingredient list of the food label. For each day that every team member has successfully consumed three servings of whole grains, the team will earn points. Bonus points will be awarded for the entire team if every member eats one meatless dinner a week.

**Bulletin Board:** Food sources, daily recommendations for whole grains, benefits to our bodies, vegetarian diet, "Meatless Mondays", recipe

## November

### **American Diabetes Month [www.diabetes.org](http://www.diabetes.org)**

#### **Competition: Know Your Risk Factors! Challenge**

**Instructions:** Team members will take the Diabetes Risk Factor Test to determine if they are low risk, at risk for pre-diabetes or have diabetes risk based on age, gender, race, family history, BMI, blood pressure, physical activity level, etc. Once risk factors are known, individuals can take steps to reduce the risk or reduce complications from the disease through diet and exercise changes. Criteria for healthy lifestyle choices will be defined and points will be awarded on an individual basis based on behavior change. The team with the highest point total wins.

**Bulletin Board:** Diabetes statistics, risk factors related to lifestyle, symptoms, complications, glycemic index, spotlight on foods that are deceptively high in sugar (e.g. certain cereals, sports drinks, juices) and alternative options, recipe

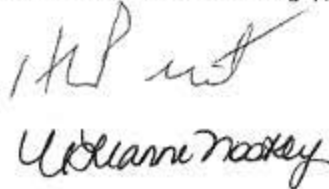
## December

### **Healthy Holidays**

#### **Competition: Healthy Holiday Recipe Contest**

**Instructions:** Individuals will modify a classic holiday recipe to be healthier. Terms will be defined. Individuals will be judged on flavor, texture, color, nutrition, etc. Bonus points will be awarded for more than one substitution. The team with the highest score is the winner of this competition, so you are encouraged to have all team members enter a dish to earn the maximum number of points.

**Bulletin Board:** overall healthy eating tips for holidays (eating smaller, more frequent meals, smaller plates to control amount consumed, replacements for high-calorie/high-fat foods and beverages, eating fiber-rich food and/or protein before meal if hungry, etc.



William Noddy



APPROVED 2/20/2012

## **WORKPLACE VIOLENCE PREVENTION POLICY**

### **1.0 Overview**

Capital Area Food Bank of Texas, Inc. (CAFB) is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, CAFB has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

### **2.0 Scope**

All regular full-time exempt and non-exempt employees and regular non-exempt part-time active employees, independent contractors, temporary employees and interns are covered under this policy.

### **3.0 Policy**

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of CAFB without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, the employee should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or



APPROVED 2/20/2012

hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

CAFB will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the CAFB individual making a report will be protected as much as is practical.

In order to maintain workplace safety and the integrity of its investigation, CAFB may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

CAFB encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Human Resources Department before the situation escalates into potential violence. CAFB is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

#### **4.0 Acknowledgement**

I have read, understand and will abide by CAFB's workplace violence prevention policy:

Employee name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: *[Signature]*

Human Resources: *[Signature]*  
Representative

# MONITORING REPORTS

# TEXAS DEPARTMENT OF AGRICULTURE

TODD STAPLES  
COMMISSIONER

June 10, 2013

Mr. Hank Perret  
Executive Director  
Capital Area Food Bank / CE ID: 01576  
8201 South Congress Avenue  
Austin TX 78745-7305

The Emergency Food Assistance Program (TEFAP); Catalog of Federal Domestic Assistance (CFDA)  
#10.568 and 10.569

Subject: Closure of Program Year (PY) 2013 TEFAP Monitor Review

Dear Mr. Perret:

On April 23 – 25, 2013, the Texas Department of Agriculture—Food and Nutrition (TDA/FN) conducted an on-site TEFAP monitor review of the Capital Area Food Bank. The on-site review consisted of reviewing various components of the TEFAP program, such as fiscal integrity, warehouse operations/facilities, sub-agency monitoring, allocation and distribution of USDA-donated food, and fraud/grievances/appeals processes, etc. On May 2, TDA completed an off-site review of gathered documentation (from the on-site review).

Both on-site and off-site reviews did not reveal any major deficiencies of the operation of the program. There were no findings. This letter serves as action to close the Capital Area Food Bank TEFAP review for PY2013.

I sincerely thank you, Mr. Perret, and all of your staff members for the assistance and cooperation experienced during the review process. It is abundantly clear that the Capital Area Food Bank operates the program with utmost professionalism, effort, efficiency and earnest care for the TEFAP program recipients in its service area.

As general reminders, please ensure that all written and electronic materials (website) that specifically refer to USDA food assistance programs contain the USDA non-discrimination statement. Also, please ensure that all materials refer to the state administering partner as the Texas Department of Agriculture, not the Texas Department of Human Services or the Texas Health and Human Services Commission.

If you have any questions or concerns regarding the information contained in this letter, please contact me at 512-475-0493. Thank you very much for your assistance.

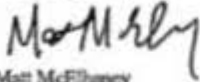


P.O. Box 12847 Austin, Texas 78711 (512) 463-7476 Fax: (888) 223-8861

[www.TexasAgriculture.gov](http://www.TexasAgriculture.gov)

Mr. Patel  
June 10, 2013  
Page 2

Sincerely yours,



Matt McElhenny  
Commodity Operations Specialist  
Texas Department of Agriculture / Food and Nutrition

MM/mum

*Enclosures (1)*

**TEXAS DEPARTMENT of AGRICULTURE [TDA]  
THE EMERGENCY FOOD ASSISTANCE PROGRAM [TEFAP]  
MONITOR REVIEW INSTRUMENT**

**0100 ENTRANCE CONFERENCE**

<b>101 IDENTIFYING INFORMATION</b>				
NAME AND CONTRACT NUMBER <b>CAPITAL AREA FOOD BANK</b>			Phone Number [512] 282-2111	
CE ID: 01576			Fax Number [512] 282-6606	
ADDRESS				
Physical Address:				
Street	City	State	Zip	
<b>8201 S. CONGRESS AVE.</b>	<b>AUSTIN</b>	<b>TX</b>	<b>78745</b>	
Mailing Address:				
Street	City	State	Zip	
<b>- SAME AS PHYSICAL -</b>				
<b>102 REVIEW INFORMATION</b>				
102.01 Date(s) of Admin. Review: <b>4/23-25/2013</b> Date(s) of Site(s) Review(s): <b>4/24-25/2013</b>				
102.02 Number of sub-agencies/sites administered: <b>300+</b> Number of sub-agencies/sites reviewed: <b>5</b>				
102.03 Test Month/Yr: <b>MARCH 2013</b> 102.04 Expanded Sample Months: <b>—</b>				
102.05 Name/Title of reviewer: <b>MATT McELHANEY / COMMODITY OPERATIONS SPECIALIST</b>				
<b>103 PERSONS PRESENT AT THE ENTRANCE CONFERENCE</b>				<b>DATE:</b>
Name			Title	
<b>HANK PERRET</b>			<b>CHIEF EXECUTIVE OFFICER</b>	
<b>CHARLIE WARD</b>			<b>CHIEF OPERATING OFFICER</b>	
<b>KONNIE CRAIG</b>			<b>SENIOR DIRECTOR OF OPERATIONS</b>	
<b>NED ISLEIB</b>			<b>CONTROLLER</b>	
<b>HEATH RIBORDY</b>			<b>AGENCY RELATIONS SUPERVISOR</b>	
<b>EMILY DEMARIA</b>			<b>SENIOR DIRECTOR OF PROGRAMS</b>	

## 0200 SUB-AGENCIES/SITES

List all agencies receiving USDA commodities and the county(ies) each serves:

[illegible]

**DIRECT COSTS OF DISTRIBUTING USDA-COMMODITIES - WORKSHEET**

	Monthly amount in the approved budget	Amount claimed for the test month	Amount verified for the test month	Comments and Explanations
Facilities	\$10,497. <sup>00</sup>	\$16,052. <sup>27</sup>	1	
Equipment	\$3,377. <sup>00</sup>	\$3,279. <sup>09</sup>	\$3,279. <sup>09</sup>	SEE SECTION 300 (300.04)
Salaries	\$7,041. <sup>00</sup>	\$10,470. <sup>92</sup>		
Transportation	\$25,245. <sup>00</sup>	\$27,679. <sup>27</sup>		
Shared Maintenance	—	—		
Other (specify)	\$2,500. <sup>00</sup>	\$614. <sup>24</sup>		
<b>TOTALS</b>	<b>\$48,658.<sup>00</sup></b>	<b>\$58,095.<sup>79</sup></b>		

### 0300 FISCAL INTEGRITY

NOTE: Reviewer must sample a TEFAP claim for reimbursement and supporting documentation to properly complete this section.	N/A	Y	N
300.01 If a portion of an employee's salary is paid with TEFAP funds, how is the TEFAP portion of the employee's time determined?			
300.02 Are labor costs consistent with time spent performing TEFAP functions?		✓	
300.03 Does the contractor maintain records to show how expenses are prorated?		✓	
300.04 Are all reported costs in the approved budget?	✓		
300.05 Are all reported costs allowable?		✓	
300.06 Are all reported costs verifiable?		✓	
300.07 Are costs reported correctly on the claim for reimbursement?		✓	

REVIEW NOTES:

- EXPENSES CLAIMED IN A GIVEN MONTH ARE BASED OFF THE CHECK REGISTER (WHAT HAS BEEN PAID/CHECKS CUT DURING MONTH) AND NOT THE GENERAL LEDGER (ACCOUNT OF ALL ACTIVITY)
- PAYROLL/SALARY: BASED OFF A PERCENTAGE OF TIME SPENT ON TEFAP FUNCTIONS (SEE 300.01 ↓)

300.01 QUARTERLY AVERAGE % OF TIME SPENT ON TEFAP FUNCTIONS/DUTIES (ESTIMATED BY STAFF)

300.04 APPROVED BUDGET INCREASED BY <sup>AVERAGED MONTHLY</sup> ~~MONTHLY AVERAGE~~ EXPENSES FROM PREVIOUS PROGRAM YEAR. USDA FUNDING INCREASED SIGNIFICANTLY IN MARCH 2013 ~~2013~~ COMPARED TO 2012 MONTHLY AVERAGE. AS A RESULT, SOME COSTS ARE HIGHER THAN THE APPROVED BUDGET.

C	N
✓	

# 0400 ELIGIBILITY

	N/A	Y	N
400.01 Does the contractor have an effective system to prevent excessive distribution of USDA commodities to sub-agencies/sites? Describe the system: <i>NAVISON/CORUS QUALIFIED X LIMIT FORMULA (SEE 500.02)</i>		✓	
400.02 Do sub-agencies/sites maintain information on clients who receive USDA commodities?		✓	
400.03 Do sub-agencies/sites means test clients for receipt of USDA commodities? NOTE: On-site feeding sites are exempt.		✓	
400.04 Do the contractor and sub-agencies know how and where to access the TEFAP handbook and all applicable forms?		✓	
<p>REVIEW NOTES:</p> <p>400.02 AGENCIES MAINTAIN CLIENT INFORMATION ON CAPS PATIENT INTAKE FORM AND AROUND HALF OF ALL AGENCIES UTILIZES "BASIS INSIGHT" (DOCUMENTATION DATABASE)</p>			
		C	N
		✓	

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# 0500 ALLOCATION/DISTRIBUTION

	FREE <del>SO</del> PRODUCE	NA	Y	N
500.01 Enter the amount of the contractor's shared maintenance fee: \$ <u>.12/lb. <del>NON-FRESH</del> PRODUCE</u> If applicable, enter the delivery charge: \$ <u>NO</u> <u>.13/lb. PROTEIN</u>				
500.02 Do records indicate the contractor allocates USDA commodities in compliance with established priorities? Describe the system used to allocate USDA commodities to the sub-agencies in order of priority: CAPD USBS NAVISION CERES. IN CERES, EACH AGENCY IS ASSIGNED A "QUALIFIER" (BY AGENCY RELATIONS) + A "LIMIT" IS SET FOR ITEMS IN THE SYSTEM BASED ON THE MAXIMUM AMOUNT AN AGENCY CAN ORDER. THE QUALIFIER MULTIPLIES AGAINST THE LIMIT.			✓	
500.03 Does the contractor have a system for tracking distributions? Describe the system: NAVISION CERES (V.2.5) IS CAPD'S COMPLETE INVENTORY SYSTEM. IT TRACKS (V.1.40-57) BY DIA LOCATION + DATE (ACTUAL RECEIVED DATE).			✓	
500.04 Indicate how often sub-agencies/sites receive commodities. <u>AGENCIES CAN ORDER WEEKLY</u> <input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Other:				
500.05 Indicate how sub-agencies/sites request USDA commodities: <input type="checkbox"/> Order sheet <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Fax <input checked="" type="checkbox"/> Other: <u>ONLINE (AIDMATRIX ONLINE SYSTEM)</u>				
500.06 Are distribution receipts signed by the sub-agency/site at the time of receipt?			✓	
500.07 Does the sub-agency/site receive a copy of the distribution receipt?			✓	
500.08 Does the contractor have a distribution site in each county in its service area? NOTE: If "NO" list the counties not served: CAPD ALSO HAS/OPERATES A MOBILE FOOD PANTRY IN REMOTE AREAS			✓	
500.09 Are sub-agencies/sites required to submit reports at least monthly, which include information on meals and/or households served?			✓	
REVIEW NOTES:				
500.02 AGENCIES <del>ORDER</del> (ONLINE ORDERING) ONLY SET THE MAXIMUM AMOUNT THEY CAN ORDER AT ONE A TIME (EXCEPTION: ITEMS SET W/ NO LIMIT I.E. FRESH PRODUCE). "QUALIFIER" IS BASED ON MONTHLY AGENCY REPORT FIGURES (HOUSEHOLD/PANTRIES SERVED) BECAUSE THE SYSTEM CANNOT CATCH OVER ORDERING (FOR ITEMS SET W/ NO LIMIT) FOR EXAMPLE CAPD STAFF HAS A CHECKS + BALANCE PROCESS IN FINAL REVIEW OF ORDERS BEFORE THEY POST FOR WAREHOUSE TO PICK/STAGE.				
		C	N	
		✓		

# 0600 INVENTORY

	NA	Y	N
600.01 Does the contractor maintain a perpetual inventory of USDA commodities?		✓	
600.02 How frequently does the Food Bank conduct a physical inventory count? <input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input checked="" type="checkbox"/> Other: <u>DAIly CYCLE COUNTING</u>			
600.03 Is the physical count reconciled to the perpetual inventory?		✓	
600.04 Does your physical count agree with the contractor's perpetual count?	3 of 4	✓	
600.05 Does the contractor have any commodities more than 6 months old (from date received)?			✓
600.06 Is the contractor aware of procedures to transfer commodities to reduce excess inventory?		✓	
600.07 Have there been any USDA commodity losses during the last 12 months? If "yes" indicate reason: <input type="checkbox"/> Spoilage <input type="checkbox"/> Damage <input type="checkbox"/> Age <input type="checkbox"/> Theft <input type="checkbox"/> Other:			✓
600.08 If loss was due to negligence has corrective action been taken to avoid future losses?	✓		
600.09 Have losses been reported to TDA using Form 1638 within 30 days of the loss?		✓	
<p>REVIEW NOTES:</p> <p>600.02 WEEKLY AUDIT COUNT "IN AIL" (HIGH RACKS)</p> <p>600.04 AGENCY ORDERS ARE "POSTED" REMOVING FROM INVENTORY SYSTEM... PRODUCT OF ORDERS</p> <p>600.03 ONE AGENCY ORDER HAD A MIS-PULL OF 4 UNITS OF POTATOES          (USDA POTATOES PULLED INSTEAD OF NON-USDA THAT WAS ORDERED)</p>			
		C	N
		✓	

VARIANCE CONSISTS OF  
AGENCY ORDERS  
OF 1 FROM MISPLACED  
4 UNITS OF USMA  
PORTABLE PULLED  
INSTEAD OF NON-USMA

$$\begin{array}{r} 108 \\ \times 3 \\ \hline 324 \end{array}$$

(Hope)	22	22
(Hope)	42	42
	33	33
	$42 \times 2 = 84$	84
(Hope)	$42 \times 2 = 84$	84

POTATOES	$40 \times 6 = 240$	ORDERS
8x5	8 = 8	✓ 40
	39 = 39	✓ 40
		✓ 8
	$40 \times 12 = 480$	✓ 25 (A)
	$39 \times 2 = 78$	✓ 10
	<u>845</u>	✓ 17
		✓ 100

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# 0700 STORAGE AND HANDLING

NOTE: Visit all sites where commodities are stored	N/A	Y	N
700.01 If USDA commodities are stored with non-food items, is there adequate safeguard against contamination?		✓	
700.02 If USDA commodities are transported with non-food items, is there adequate safeguard against contamination?		✓	
700.03 Does the Food Bank have adequate storage space available for COOLER, FREEZER, and DRY STORAGE?		✓	
700.04 Are freezer and cooler temperatures checked at least every other day? <sup>3:30 PM</sup> DAY <sup>6:10</sup> <sub>Indicate temperature at time of review: Cooler 39° Freezer 1° Freezer2 NA</sub>		✓	
700.05 Are temperature logs maintained?		✓	
700.06 Is food stored on pallets or shelves at least 4 inches from the floor and walls?		✓	
700.07 Is food stored in an area with good ventilation?		✓	
700.08 Is food stored in an orderly manner?		✓	
700.09 Are storage areas clean?		✓	
700.10 Is food handled in a "first-in, first-out" basis?		✓	
700.11 Are there safeguards against theft and damage?		✓	
700.12 Fire Protection: <input checked="" type="checkbox"/> City <input type="checkbox"/> County <input type="checkbox"/> On-Site <input type="checkbox"/> Other: <input checked="" type="checkbox"/> Extinguishers <input checked="" type="checkbox"/> Alarm <input type="checkbox"/> Other: _____			
700.13 Does contractor store USDA-food separate from food from other sources?			✓
700.14 Does contractor conduct ANNUAL INVENTORY OF COMMODITIES?		✓	
700.15 Did the review indicate compliance with USDA standards for storing donated foods?		✓	
700.16 Does contractor have a current <del>health inspection</del> <sup>SALVAGE LICENSE</sup> certificate? Expiration Date: 11/28/2014		✓	
700.17 When was the most recent health inspection conducted? Date & Copy 10/15/2012			
700.18 How is insect/rodent control done? <sup>STERITECH</sup> How often? <sup>WEEKLY</sup>			
REVIEW NOTES: 700.3 SUSCEPTIBLE TO HIGH VOLUME AT TIMES (RUN OUT OF SPACE) NEW FACILITY IN PLANS (OFF DUBLINSON) THAT WILL ACCOMMODATE VOLUME 700.04 TEMPERATURES ARE TAKEN TWICE EVERY WORKING DAY (AM + PM) 700.11 SECURITY GUARD AFTER HOURS / CAMERAS IN FREEZER + DRY VERY GOOD BIN CODE SYSTEM			
	C	N	
	✓		

700.13 FOOD FROM ANY SOURCE IS STORED UPON NEXT AVAILABLE BIN SPOTS <sup>Page 9 of 20</sup>   
 FOOD IS IDENTIFIED THROUGH BIN CODING IN CEREALS.

# 0800 TRAINING

					N/A	Y	N
800.1 Does the contractor provide training to staff and volunteers?						✓	
800.2 Does the contractor provide training to the sub-agencies?						✓	
800.3 Complete the following chart if training was provided.							
Date of Training	Target group	List of topics presented	No. of staff/vol. trained	Record of attendance	Record of location		
2/20 - 3/31	<input checked="" type="checkbox"/> Staff <input type="checkbox"/> Sub	TDA CIVIL RIGHTS INCLING COURSE	73	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
4/22/2013	<input type="checkbox"/> Staff <input checked="" type="checkbox"/> Sub	CIVIL RIGHTS, FOOD HANDLING, FOOD SAFETY	51	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="checkbox"/> Staff <input type="checkbox"/> Sub			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="checkbox"/> Staff <input type="checkbox"/> Sub			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="checkbox"/> Staff <input type="checkbox"/> Sub			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="checkbox"/> Staff <input type="checkbox"/> Sub			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="checkbox"/> Staff <input type="checkbox"/> Sub			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="checkbox"/> Staff <input type="checkbox"/> Sub			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="checkbox"/> Staff <input type="checkbox"/> Sub			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
REVIEW NOTES:							
					C	N	
					✓		

## 0900 MONITORING

SITE NAME	DATE OF MONITORING	INDICATE TYPE OF VISIT	WAS A DISTRIBUTION OBSERVED
ST. JOHN'S COMMUNITY FOOD PANTRY	4/24/2013	<input checked="" type="checkbox"/> Regular <input type="checkbox"/> Pre-Op	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
AUSTIN BAPTIST CHAPEL (SK)	4/24/2013	<input checked="" type="checkbox"/> Regular <input type="checkbox"/> Pre-Op	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HYDE PARK BAPTIST CHURCH	4/24/2013	<input checked="" type="checkbox"/> Regular <input type="checkbox"/> Pre-Op	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
ST. IGNATIUS FOOD PANTRY	4/25/2013	<input checked="" type="checkbox"/> Regular <input type="checkbox"/> Pre-Op	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
EL BUEN SAMARITANO	4/25/2013	<input checked="" type="checkbox"/> Regular <input type="checkbox"/> Pre-Op	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
			NA Y N
900.01 Indicate the frequency that the contractor monitors sub-agencies/sites: <input type="checkbox"/> Quarterly <input type="checkbox"/> Every 6 months <input checked="" type="checkbox"/> Annually <input type="checkbox"/> Other: NO MORE THAN 1.5 YEARS			
900.02 Does the contractor have an adequate reporting and monitoring system to ensure sub-agency/site compliance with program rules and requirements?			<input checked="" type="checkbox"/>
900.03 Are pre-approval visits done before an organization is approved as a sub-agency/site? CALLED AN INITIAL SITE VISIT			<input checked="" type="checkbox"/>
900.04 Are monitoring reports used to identify problems and implement corrective action?			<input checked="" type="checkbox"/>
900.05 Does the contractor review at least 50% of its sub-agencies that receive USDA donated commodities?			<input checked="" type="checkbox"/>
<p>REVIEW NOTES:</p> <p>① ST. JOHN'S COMMUNITY PANTRY - ORDERLY          NEEDS CLIENT CHOICE          CAPD'S OFFICIAL PANTRY</p> <p>② AUSTIN BAPTIST CHAPEL (SK) - FOOD LOOKED GREAT          SERVES SIX DAYS A WEEK / BREAKFAST + LUNCH</p> <p>③ HYDE PARK BAPTIST CHURCH - WITNESSED UNRELATED ACTIVITY (PEANUT?)          PROVIDED PEET CENTRAL BUT NOTICED BUGS (ALL DEAD)          SOME STRUCTURAL REPAIR NEEDED          NOT INSTRUCTED TO MOVE LIQUID DETERGENT AWAY FROM FOOD STORAGE</p> <p>④ ST. IGNATIUS FOOD PANTRY - HEAT SYSTEM (FROM CERTIFICATION), A PRINTOUT WAS PROVIDED          DIRECTLY IN PANTRY OF PARTICIPANT SITE OF HOUSEHOLD          PRODUCT STORED ON FLOOR / SMALL SPACE FOR OPERATION</p> <p>⑤ EL BUEN SAMARITANO - CLIENT CHOICE          INCOME GUIDELINES WERE SLIGHTLY DIFFERENT          VERY CLEAN          SMALL TEMPERATURE THERMOMETER WAS MISSING IN PANTRY          NEW UNIT (HEALTH PROVIDED ONE) BUT REFRIGERATOR HAD ONE BUILT-IN</p>			
			C N
			<input checked="" type="checkbox"/>

\* CAPD INTAKE FORM NEEDS REVISION (COLLECTING TOO MUCH INFORMATION)

0901 THE MONITORING OF AGENCIES [TDA OBSERVATION]

1. ST. JOHNS COMMUNITY FOOD PANTRY		"✓" for YES / "X" for No
CAPS FORM	<input checked="" type="checkbox"/> "...And Justice For All" Poster prominently displayed? <input checked="" type="checkbox"/> Records accessible to program officials? <input checked="" type="checkbox"/> Records kept in secure location? <input checked="" type="checkbox"/> State/CE Intake Form <input type="checkbox"/> LA intake Form <input checked="" type="checkbox"/> Proper income guidelines used? <input checked="" type="checkbox"/> Proper applicant information collected?	<input checked="" type="checkbox"/> Temperature logs? <input checked="" type="checkbox"/> Pest control? <input checked="" type="checkbox"/> Product off floor and properly stored on shelves [clean environment]? <input checked="" type="checkbox"/> Thermometers in every cold storage unit? <input checked="" type="checkbox"/> Distribution chart based on family size? Sampled temperature to freezer unit: <u>4</u> °F
2. AUSTIN BAPTIST CHAPEL (SOUP KITCHEN)		"✓" for YES / "X" for No
CAPS FORM	<input checked="" type="checkbox"/> "...And Justice For All" Poster prominently displayed? <input type="checkbox"/> Records accessible to program officials? N/A <input type="checkbox"/> Records kept in secure location? N/A <input type="checkbox"/> State/CE Intake Form <input type="checkbox"/> LA intake Form N/A <input type="checkbox"/> Proper income guidelines used? N/A <input type="checkbox"/> Proper applicant information collected? N/A	<input checked="" type="checkbox"/> Temperature logs? <input type="checkbox"/> Pest control? <input checked="" type="checkbox"/> Product off floor and properly stored on shelves [clean environment]? <input checked="" type="checkbox"/> Thermometers in every cold storage unit? <input type="checkbox"/> Distribution chart based on family size? N/A Sampled temperature to freezer unit: <u>34</u> °F COOLBOX
3. HYDE PARK BAPTIST CHURCH		"✓" for YES / "X" for No
CAPS FORM	<input checked="" type="checkbox"/> "...And Justice For All" Poster prominently displayed? <input checked="" type="checkbox"/> Records accessible to program officials? <input checked="" type="checkbox"/> Records kept in secure location? <input checked="" type="checkbox"/> State/CE Intake Form <input type="checkbox"/> LA intake Form <input type="checkbox"/> Proper income guidelines used? <input checked="" type="checkbox"/> Proper applicant information collected?	<input checked="" type="checkbox"/> Temperature logs? <input checked="" type="checkbox"/> Pest control? <input checked="" type="checkbox"/> Product off floor and properly stored on shelves [clean environment]? <input checked="" type="checkbox"/> Thermometers in every cold storage unit? <input checked="" type="checkbox"/> Distribution chart based on family size? Sampled temperature to freezer unit: <u>-4</u> °F
4. ST. IGNATIUS FOOD PANTRY		"✓" for YES / "X" for No
CAPS FORM	<input checked="" type="checkbox"/> "...And Justice For All" Poster prominently displayed? <input checked="" type="checkbox"/> Records accessible to program officials? <input checked="" type="checkbox"/> Records kept in secure location? <input checked="" type="checkbox"/> State/CE Intake Form <input type="checkbox"/> LA intake Form <input checked="" type="checkbox"/> Proper income guidelines used? <input checked="" type="checkbox"/> Proper applicant information collected?	<input checked="" type="checkbox"/> Temperature logs? <input checked="" type="checkbox"/> Pest control? <input checked="" type="checkbox"/> Product off floor and properly stored on shelves [clean environment]? <input checked="" type="checkbox"/> Thermometers in every cold storage unit? <input checked="" type="checkbox"/> Distribution chart based on family size? Sampled temperature to freezer unit: <u>-6</u> °F
5. EL BUEN SAMARITANO EPISCOPAL MISSION		"✓" for YES / "X" for No
CAPS FORM	<input checked="" type="checkbox"/> "...And Justice For All" Poster prominently displayed? <input checked="" type="checkbox"/> Records accessible to program officials? <input checked="" type="checkbox"/> Records kept in secure location? <input checked="" type="checkbox"/> State/CE Intake Form <input type="checkbox"/> LA intake Form <input checked="" type="checkbox"/> Proper income guidelines used? <input checked="" type="checkbox"/> Proper applicant information collected?	<input checked="" type="checkbox"/> Temperature logs? <input checked="" type="checkbox"/> Pest control? <input checked="" type="checkbox"/> Product off floor and properly stored on shelves [clean environment]? <input checked="" type="checkbox"/> Thermometers in every cold storage unit? <input checked="" type="checkbox"/> Distribution chart based on family size? Sampled temperature to freezer unit: <u>0</u> °F

# 1000 RECORDS

	N/A	Y	N
1000.01 Does the contractor retain program records for 3 years?		✓	
1000.02 Can the contractor demonstrate that records are retained for the required period?		✓	
1000.03 Does the contractor monitor that sub-agencies/sites client records are kept confidential? Describe the method used to monitor that contractor and sub-agency/site staff use to protect confidentiality:  CAPB MONITOR REVIEW INSTRUMENT OF MEMBER AGENCIES		✓	
1000.04 Does the contractor monitor that sub-agencies/sites maintain records of clients. Describe the method used to monitor that information is compiled:  CAPB MONITOR REVIEW INSTRUMENT (SAME AS 1000.03)		✓	
1000.05 Are files maintained on offers of USDA commodities from TDA?		✓	
1000.06 Are files maintained on responses to offers of USDA commodities to TDA?		✓	
1000.07 Are shipments documented in TX-UNPS through electronic receipt?	✓		
1000.08 Are receipts entered into TX-UNPS within 24 hours of shipment arrival?	✓		
1000.09 Are shortages, overages and/or losses reported accurately?		✓	
<p>REVIEW NOTES:</p> <p>* INFORM CAPB TO KEEP RECORDS FOR 3 YEARS + NOT 3 YR 90 DAYS.</p>			
<p>1000.07 + 1000.08 - TX-UNPS CAPABILITY FOR RECEIPTS HAS JUST RECENTLY BECOME AVAILABLE... CAPB HAS SUBMITTED TIMELY REPORTS OF RECEIPTS ON EXCEL FILE AS INSTRUCTED BY TDA.</p>			
	C	N	
	✓		

# 2000 CIVIL RIGHTS NOTIFICATION/AVAILABILITY

	N/A	Y	N
2000.01 Are all required posters prominently displayed at the contractor location and at each sub-agency/site and distribution site?		✓	
2000.02 Does the contractor provide program information in other languages when needed?		✓	
2000.03 Does the contractor make program information available to the public upon request?		✓	
2000.04 Are written materials containing the nondiscrimination statement provided to sub-agencies, local organizations, and the public?	✓		
2000.05 Does the contractor monitor that its sub-agencies do not have requirements or procedures, which restrict or deny program participation on the basis of race, color, sex, age, disability, national origin.		✓	
2000.06 Does the contractor and its sub-agencies allow all participants equal access to its program services regardless of race, color, sex, age, disability, national origin.		✓	
<p>REVIEW NOTES:</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>			
		C	N
		✓	

### 2001 CIVIL RIGHTS RECORDS/DOCUMENTATION

	N/A	Y	N
2001.01 Does the contractor have on file a signed copy of the application and agreement containing the Civil Rights assurance?		✓	
2001.02 Has the contractor provided Civil Rights training to its staff and to its sub-agencies/sites during the past 12 months?		✓	
2001.03 Is there an adequate grievance system in place?		✓	
2001.04 Are written materials containing procedures for filing a complaint given to potential and current clients?		✓	
2001.05 Does the contractor have an adequate system for processing complaints?		✓	
2001.06 Have any Civil Rights complaints been filed by program participants during the past 12 months?  If "yes" what was the final disposition of the complaint: _____			✓
2001.07 Does the contractor forward all Civil Rights complaints to TDA Civil Rights Division or to the Secretary of Agriculture, USDA?	✓		
2001.08 Has the contractor completed the Section 504 self-evaluation checklist of the quality and availability of services to persons with disabilities?		✓	
2001.09 Has the contractor completed the ADA Barrier Checklist?		✓	
<p>REVIEW NOTES:</p>			

C	N
✓	

### 3000 APPEALS/FRAUD

	NA	Y	N
3000.01 Do the contractor's sub-agencies/sites inform applicants of their right to an administrative review?		✓	
If yes, describe method:			
3000.02 Does the contractor follow appropriate appeal procedures?		✓	
3000.03 Does the contractor follow appropriate fraud procedures?		✓	
REVIEW NOTES:			
3000.03 CAPD HAS/UTILIZES ETHICS POINT & HAS PROPER PROCEDURES ON PROCEDURES FOR FRAUD.			

C	N
✓	

### SUMMARY OF FINDINGS

Contractor Name and Number:	N/A	C	N
0300 - FISCAL INTEGRITY		✓	
0400 - ELIGIBILITY		✓	
0500 - ALLOCATION / DISTRIBUTION		✓	
0600 - INVENTORY		✓	
0700 - STORAGE AND HANDLING		✓	
0800 - TRAINING		✓	
0900 - MONITORING		✓	
1000 - RECORDS		✓	
2000 - CIVIL RIGHTS		✓	
3000 - APPEALS / FRAUD		✓	

### EXIT CONFERENCE

PERSONS PRESENT (Include TDA staff)	TITLE
HANK PERRET	EMILY BENMARA
CHARLIE NAAO	MATT McELHANNY (TDA)
KONNIE CRAIG	
NED ISLWIS	
HEATH RIBORDY	
LOCATION & DATE OF CONFERENCE:	
CAP DUE? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	DATE DUE: N/A
AMENDED CLAIM REQUIRED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	SPECIFY MONTHS:
TDA REVIEWER'S SIGNATURE: X <u><i>[Signature]</i></u> DATE <u>5/2/2013</u>	
CONTRACTING ENTITY REPRESENTATIVE SIGNATURE: X _____ DATE _____	
SURVEY CONTACT & E-MAIL: KONNIE CRAIG / <u>krcraig@austinfoodbank.org</u>	

### TDA Internal Use Only

TRV	6.00	ONS	21.50	OFS	1.10	TOT	28.50
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## Review Notes

- SEND E-MAIL TO USDA SHRO REGARDING
- SEND E-MAIL TO USDA SHRO REGARDING FOOD QUALITY TO PALLET (DAVID DAVENPORT)
- CHECK WITH P.I.P. <sup>IF</sup> SCHOOLS (NON-PROFIT CITIZEN BURKE FOUNDATION/PEASUS) CAN USE TETAP FOOD ALONG W/ HELP/POP COMMODITIES
- USDA FOODS VS. KIDS CAFE : TETAP HANDBOOK 4635 / CHECK W/ PIP REGARDING WORDING DESCRIBING KIDS CAFE (TAKES HOME?)
- NEED BLANK CAFE PANTRY INTAKE FORM + COMPLETED MONITOR REVIEW OF AGENCY VISIT
- NEED TO SEE SCHEDULING / DOCUMENT SCHEDULING EMPLOYEES TIME TO ESTIMATE FOR TETAP
- HAVE CAFE COMPLIANT ACTIVITY AT HYDE PARK BAPTIST CHURCH RELATED TO SECTION 4720
- SECTION 4720 : UNRELATED ACTIVITIES REQUIREMENT
- MAKE SURE ALL LITERATURE SAYS "TDA" (NOT HHSC) <sup>DAS OR</sup> W/ USDA FOODS
- MAKE SURE ANY MATERIALS TO PUBLIC REFERRING USDA FOODS HAS THE NON-DISCRIMINATION STATEMENT.

# TEXAS DEPARTMENT OF AGRICULTURE

TODD STAPLES  
COMMISSIONER

July 10, 2013

**Certified Mail Number: 7009 1410 0000 0395 0098 and Regular Mail**

Capital Area Food Bank of Texas, Inc.  
Ms. Sherry Kleinert  
8201 S Congress Ave  
Austin, Texas 78745

RE: Summer Food Service Program (SFSP) – Notification of Review Findings (CE ID # 01576)

Dear Ms. Kleinert:

The Texas Department of Agriculture (TDA) conducted an administrative review of CE's Name, a participant in the SFSP, on June 25-27, 2013, in accordance with 7 Code of Federal Regulations (CFR) Part 225 and 40 TAC, Chapter 12 and 2013 Administrative Guidance for Sponsors. The review included an examination of records for the period of June 10 – Month July 24, 2013 and six site reviews.

A Corrective Action Document (CAD) listing the findings observed during the administrative and site reviews will be available on the TX-UNPS site from the date of this letter.

Submit the organization's corrective action plan (CAP) for each finding in the TX-UNPS system through the following link: <https://txunps1.texasagriculture.gov/txunps>. Additional supporting documents must be emailed to [sally.vasquez@texasagriculture.gov](mailto:sally.vasquez@texasagriculture.gov). The CAP must be submitted by July 31, 2013. See Attachment A for instructions on submitting the CAP through TX-UNPS. Please notify me via email at the above email address when the CAP is completed.

If technical assistance is needed to complete the CAP, contact the regional Community Operations office at (210) 820-0288. A request for technical assistance or appeal of any adverse action will not extend the due date for the organization's CAP. TDA recommends submission of the CAP in advance of the deadline so the organization will have an opportunity to provide additional information or receive technical assistance, as necessary.



P.O. Box 12847 Austin, Texas 78711 (512) 463-7476 Fax: (888) 223-8861  
For the Hearing Impaired: (800) 735-2988  
[www.TexasAgriculture.gov](http://www.TexasAgriculture.gov)

Failure to submit a timely and acceptable CAD will result in adverse action up to and including termination of your contract and denial of future applications.

### **APPEAL RIGHTS**

You have the right to appeal TDA adverse actions that affect your claims for reimbursement or participation in the program. Requests for an appeal must be received by TDA within 10 days of receipt of notification of an adverse action. The appeal must:

- Be in writing;
- State the basis for the appeal of the adverse action;
- Include a legible copy of the adverse action letter.

If you wish to have an in-person hearing, you must request a hearing at the time you file your written appeal. If you do not include a written hearing request in your appeal, you waive the right to a hearing and the appeal will be decided upon review of the documents in the record, unless the Administrative Review Official (ARO) determines that the failure to make a timely request was due to circumstances beyond the control of the appellant.

Your appeal must be mailed or faxed to:

**FOOD AND NUTRITION APPEALS  
TEXAS DEPARTMENT OF AGRICULTURE  
LEGAL DIVISION  
ATTN: DOCKET CLERK  
PO BOX 12847  
AUSTIN TEXAS 78711  
FAX (800) 909-8520**

You may hand-deliver or submit your appeal via overnight/special delivery service to the following street address:

**TEXAS DEPARTMENT OF AGRICULTURE  
LEGAL DIVISION  
1700 NORTH CONGRESS, 11<sup>TH</sup> FLOOR  
AUSTIN TEXAS 78701**

The rules regarding the appeal procedures for SFSP are found in Title 4 of the Texas Administrative Code Sections 1.1010 and 1.1011.  
[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.ViewTAC?tac\\_view=5&ti=4&pt=1&ch=1&sch=P&div=2&r=Y](http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=5&ti=4&pt=1&ch=1&sch=P&div=2&r=Y)

**Note:** Documentation you wish to have considered for your appeal must be submitted to the address above within seven (7) days after submitting the request for administrative

Summer Food Service Program Notification of Review Findings  
Capital Area Food Bank of Texas, Inc.  
July 10, 2013  
Page 3

review. You can submit the documentation with your request for an appeal, or separately.

If you have any questions or wish to confirm receipt of your appeal request, you may contact the Legal Division at (512) 463-4075.

If you have any questions regarding the review process or the CAD, please contact me at (210) 391-8248.

Sincerely,



Sally J. Vasquez  
Program Review Specialist

Enclosures: Attachment A

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## ATTACHMENT A

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### Instructions for Accessing and Completing the Corrective Action Document on TX-UNPS Website

In order to complete the Contracting Entity (CE) portion of the Corrective Action Documents (CAD), you must now log in to the TX-UNPS website.

On the main screen, click on the Compliance menu in the Summer Food Service Program module.

From the Compliance menu, click on "Review Tracking" and the following screen will be displayed with your CE name and CE ID at the top. This screen will display all reviews scheduled and/or conducted by TDA.

**Summer Food Service Program** TX-UNPS

Applications | Claims | **Compliance** | Reports | Security | Search | Programs | Year | Help | Logout

Compliance > Review Tracking

Program Year: 2011 - 2012

**SFSP Reviews**

01234 Status: Active  
**Your Organization**  
DBA: Your Organization  
100 Main Street  
Any Town, TX 12345  
County District Code:

Actions	Review ID	Review Year	Type of Review	Lead Reviewer	Entrance Date	Close Date	Number of Sites / Providers	Status
Details	5365	2011 - 2012	New				2	Open

Click on the "Details" link next to the review to which you are responding, which should be for the current program year, and the following screen will appear.

This screen lists all of the findings that were discovered during the course of your review, including a short description of the finding, the status of the finding in terms of where it is within the CAD process and the date your response is due to TDA. The following statuses may be displayed on this screen:

1. Not Started – the Reviewer **has not** yet completed their portion of the CAD; therefore, there is nothing for you to do at this time.
2. Pending Action – the Reviewer **has** completed their portion of the CAD; therefore, it is ready for you to begin completing your portion of the CAD.
3. Pending Submission – you have completed your portion of the CAD, but the Corrective Action Plan has not yet been submitted to TDA for review and approval.
4. Pending Approval – you have completed your portion for each finding and submitted the CAD to TDA for approval. At this point there is nothing further for you to do.
5. Closed – TDA has reviewed your CAD and has approved it.

To complete your portion of the CAD, click on the “Modify” link on the right side of the finding you wish to complete. The following screen will appear.

Review Findings and Corrective Action Documents		Review ID: 5365
Contracting Entity		
Finding:	V-904 -	
Finding Description:	The CE does not have documentation on file to show the media release was sent to local media outlets in the community (ies) served.	
Required Corrective Action:	<p>a) Provide a description of the circumstances that resulted in the non-compliance.</p> <p>b) Prepare and issue a new public announcement providing information on Program availability, complaint information and stating that admission is open to all regardless of age, sex, disability, race, color and national origin. Indicate media source and include a copy of the public release.</p> <p>c) Describe how you will ensure that this non-compliance does not occur again. In addition, identify (by position &amp; name) who will be responsible for ensuring the corrective action plan is followed through.</p>	
Special Instructions:		
Agency Corrective Action Response:		

This screen will display the Finding Description from TDA as well as their Required Corrective Action. You will only be able to modify the section labeled Agency Corrective Action Response. Once you have completed the Agency Corrective Action Response, you can click on the Save button to save the information, or click on the Submit for Acceptance button to submit it to TDA for approval. The system will return you to the list of CADs. You may have to repeat this step multiple times for different findings.

Save

Submit For Acceptance

Cancel

When you have completed your portion of each of the findings cited in your review, the status for each item will be "Pending Submission" if you clicked on the Save button, or "Pending Approval" if you clicked on the Submit for Acceptance button.

The status will be "Pending Approval" until TDA has reviewed and approved your CAD. After TDA has approved your CAD, the status displayed for each finding will be "Closed". If TDA does not approve your CAD, further action may be required and TDA will contact you.

Contact your Reviewer if you have problems entering your corrective actions into TX-UNPS.

# TEXAS DEPARTMENT OF AGRICULTURE

TODD STAPLES  
COMMISSIONER

August 5, 2013

Capital Area Food Bank of Texas, Inc.  
Ms. Sherry Kleinert  
8201 S. Congress Ave  
Austin, Texas 78745

RE: Summer Food Service Program – Acceptance of Corrective Action Plan and  
Closure of Administrative Review (CE ID # 01576)

Dear Ms. Kleinert:

The Texas Department of Agriculture (TDA) received your organization's corrective action plan on July 30, 2013. After review of the corrective action plan, it has been determined that the plan, if implemented as written and approved by TDA, will correct the non-compliances cited in TDA's findings letter.

Failure to implement the plan in its entirety may result in adverse action up to and including termination of your contract and denial of future applications.

TDA appreciates the courtesy and assistance extended during the review process. Please feel free to contact our office at (210) 391-8248, if you have any questions regarding this letter or the review.

Sincerely,



Sally J. Vasquez  
Program Review Specialist



P.O. Box 12847 Austin, Texas 78711 (512) 463-7476 Fax: (888) 223-8861  
For the Hearing Impaired: (800) 735-2988  
[www.TexasAgriculture.gov](http://www.TexasAgriculture.gov)

# FORMS

**Section 0615**  
**Connection to Self-Sufficiency Goals**  
**and Life Continuum Categories**

Select the primary Self-Sufficiency Goal and Life Continuum Category that your Application narrative will describe. If applicable, select any secondary Self-Sufficiency Goals and Life Continuum Categories included in your Application narrative.

For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500: Section 1 – Introduction.

<p>Select <b>only one (1)</b> of the following as the primary Self Sufficiency Goal your Application will address:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Safety Net Infrastructure</li> <li><input type="checkbox"/> Transition Out of Poverty</li> <li><input type="checkbox"/> Problem Prevention</li> <li><input type="checkbox"/> Universal Support Services</li> <li><input type="checkbox"/> Enrichment</li> </ul>	<p>Select <b>only one (1)</b> of the following Life Continuum Categories your application will address based on the primary goal selected:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Early Childhood</li> <li><input type="checkbox"/> Youth</li> <li><input checked="" type="checkbox"/> Adults and Families</li> <li><input type="checkbox"/> Seniors &amp; Persons with Disabilities</li> </ul>
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If additional Self-Sufficiency Goals and Life Continuum Categories are addressed by this Application, please identify each goal in the table provided below:

<p><b>Self-Sufficiency Goals:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Safety Net Infrastructure</li> <li><input checked="" type="checkbox"/> Transition Out of Poverty</li> <li><input type="checkbox"/> Problem Prevention</li> <li><input type="checkbox"/> Universal Support Services</li> <li><input type="checkbox"/> Enrichment</li> </ul>	<p><b>Life Continuum Categories:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Early Childhood</li> <li><input checked="" type="checkbox"/> Youth</li> <li><input type="checkbox"/> Adults and Families</li> <li><input checked="" type="checkbox"/> Seniors &amp; Persons with Disabilities</li> </ul>
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**Section 0640**  
**Program Performance Measures and Goals**

**OUTPUT MEASURES**

Provide proposed goal amounts for your program in the City of Austin column, the All Other Funding Sources column and the TOTAL (City + All Other) column.

<u>OUTPUT # 1 (Required)</u>	<u>City of Austin</u> Annual Goal	<u>All Other</u> <u>Funding Sources</u> Annual Goal	<u>TOTAL</u> (City + All Other) Annual Goal
Number of unduplicated clients served per 12-month contract period	2,754	85,246	88,000

<u>OUTPUT # 2 (Required)</u>	<u>City of Austin</u> Goal	<u>All Other</u> <u>Funding Sources</u> Goal	<u>TOTAL</u> (City + All Other) Goal
Number of unduplicated clients served during the initial 36-month contract period	5,008	154,992	160,000

<u>OUTPUT # 3 (Proposed)</u>	<u>City of Austin</u> Annual Goal	<u>All Other</u> <u>Funding Sources</u> Annual Goal	<u>TOTAL</u> (City + All Other) Annual Goal
Number of Partner Agencies receiving food from CAFB for distribution to clients	4	136	140

<u>OUTPUT # 4 (Proposed)</u>	<u>City of Austin</u> Annual Goal	<u>All Other</u> <u>Funding Sources</u> Annual Goal	<u>TOTAL</u> (City + All Other) Annual Goal
Pounds of food distributed to clients, either through Partner Agencies or CAFB programs	250,400	7,749,600	8,000,000

<u>OUTPUT # 5 (Proposed)</u>	<u>City of Austin</u> Annual Goal	<u>All Other</u> <u>Funding Sources</u> Annual Goal	<u>TOTAL</u> (City + All Other) Annual Goal
Number of SNAP applications submitted on behalf of Travis County clients	35	1,090	1,125

**OUTCOME (RESULTS) MEASURES**

Replace the blue text in the left column of this section with the actual wording of your measures' numerators, denominators, and outcome rates (by %). Also in the right column's shaded blocks, include the corresponding goal amounts and percentages for each line.

Total Program Performance – OUTCOME # 1 (Required)	Total Program Annual Goal
Total number of applications approved for SNAP benefits (numerator)	844
Number of SNAP applications submitted on behalf of City of Austin clients (OP5) (denominator)	1,125
Percentage of individuals who maintain or increase income (outcome rate)	75%

Total Program Performance – OUTCOME # 2 (Proposed)	Total Program Annual Goal
Total pounds of food distributed (OP4) (numerator)	8,000,000

**Section 0640**  
**Program Performance Measures and Goals**

Feeding America estimate of pounds of food per meal (1.2 lbs) (denominator)	1.2
Meal equivalents provided to City of Austin residents (outcome rate)	6,666,667

*(For additional Output or Outcome measures, copy and paste the blocks above and re-number accordingly)*

**Section 0645**  
**Program Staff Positions and Time**

List this program's position titles only (do not include staff names) and provide the corresponding number of Full Time Equivalent (FTE) positions which are assigned to this specific program.

<b>List Program Staff by Title</b>	<b>Program Staff FTE's</b>
Chief Operations Officer	15%
Senior Director of Operations	15%
Transportation/Logistics Manager	15%
Operations Support Specialist	15%
Food Sourcing Coordinator	15%
Food Sourcing Specialist	15%
Community Relations Director	15%
Volunteer Resources Manager	15%
Volunteer Resources Coordinator	15%
Product Recovery Manager	15%
Product Recovery Lead	15%
Product Recovery Assistant	30%
Warehouse Manager	15%
Warehouse Lead	30%
Warehouse Assistant	120%
Lead Driver	30%
Mobile Food Pantry Driver	15%
Driver	15%
Distribution Services Assistant	15%
Agency Relations Manager	15%
Agency Relations Representative	60%
Senior Director of Programs	15%
SNAP Outreach Supervisor	15%
SNAP Outreach Coordinator	75%
<b>TOTAL FTEs =</b>	<b>6.15</b>

## Section 0650 Program Budget and Narrative

### *Program Budget*

Applicant must input all proposed budget line items per the applicable Life Continuum categories.

- **ALL LINE ITEM AMOUNTS MUST BE WHOLE DOLLARS ONLY.**
- The dollar amount requested in your Application's Program Budget and Narrative must reflect a twelve (12) month amount of funding.
- The dollar amount requested in your Application's Program Budget and Narrative must be budgeted under one or more of the Life Continuum categories (Early Childhood, Youth, Adults & Families, Seniors & Persons with Disabilities).
- The Personnel line item includes Salaries plus Benefits (combined).
- General Operating Expenses: Include for this line item all operating expenses which are NOT included in any other line item. Examples are any Travel/ Training/ Conferences WITHIN Travis County, Insurance/Bonding, Audit expenses, equipment costing \$5,000 or less, general office supplies, rent; utilities, telecommunications, postage, etc.
- Consultants/Contractuals: Applicants shall combine all proposed amounts into one line item, but shall provide separate details for each relevant item in the Program Subcontractors form. Only consultant/contractual expenses for direct client services are to be included here; other consultant/contractual services should be included in General Operating Expenses.
- Direct Assistance to Clients includes rent, mortgage, utilities, or transportation costs, etc.
- "Amount Funded by ALL OTHER Sources" is the balance of funding from all sources other than the City of Austin.
- "Total Budget" is the sum of all funding sources, which is the entire cost of the program.
- Calculate and check all subtotals and totals, including the percentages by funding source at the bottom, and ensure all line item amounts, subtotals, and totals are in WHOLE DOLLARS.

**Section 0650**  
**Program Budget and Narrative**

Program's Line Item Budget	EARLY CHILDHOOD Amount	YOUTH Amount	ADULTS & FAMILIES Amount	SENIORS & PERSONS WITH DISABILITIES Amount	Amount Funded by ALL OTHER Sources	TOTAL Budget (ALL funding sources)
<b>PERSONNEL</b>						
1. Salaries plus Benefits			\$324,353		\$4,307,277	\$4,631,330
<b>A. Subtotals: PERSONNEL</b>			\$324,353		\$4,307,277	\$4,631,330
<b>OPERATING EXPENSES</b>						
2. General Operating Expenses			\$0		\$2,960,898	\$2,960,898
3. Consultants/ Contractuals			\$0		\$21,000	\$21,000
4. Staff Travel - <u>Out of Travis County</u>			\$0		\$67,981	\$67,981
5. Conferences/Seminars - <u>Out of Travis County</u>			\$0		\$28,541	\$28,541
<b>B. Subtotals: OPERATING EXPENSES</b>			\$0		\$3,078,420	\$3,078,420
<b>DIRECT ASSISTANCE for PROGRAM CLIENTS</b>						
6. Food/Beverage for Clients			\$0		\$2,379,658	\$2,379,658
7. Financial Assistance for Clients			\$0		\$0	\$0
8. Other ( <i>specify</i> )			\$0		\$264,800	\$264,800
<b>C. Subtotals: DIRECT ASSISTANCE</b>			\$0		\$2,644,458	\$2,644,458
<b>CAPITAL OUTLAY (with per Unit Cost over \$5,000/unit)</b>						
9. Capital Outlay			\$0		\$0	\$0
<b>D. Subtotals: CAPITAL OUTLAY</b>			\$0		\$0	\$0
<b>TOTALS</b>						
<b>GRAND TOTALS (A + B + C + D)</b>			\$324,353		\$10,029,855	\$10,354,208
<b>PERCENT SHARE of Total for Funding Sources:</b>	%	%	3.13%	%	96.87%	100%

**Section 0650  
Program Budget and Narrative**

*Program Subcontractors*

<b>SUBCONTRACTOR #1</b>		
Name of Subcontractor	N/A	
Term of Subcontract (mm/dd/yyyy)	Start date:	End date:
Services to be Subcontracted		
Number of Clients to be Served (if applicable)		
<b>Dollar Amounts by Funding Source:</b>		
<u>CITY of AUSTIN amount</u>	<u>ALL OTHER Sources amount</u>	<u>TOTAL</u>
\$	\$	\$

<b>SUBCONTRACTOR #2</b>		
Name of Subcontractor		
Term of Subcontract (mm/dd/yyyy)	Start date:	End date:
Services to be Subcontracted		
Number of Clients to be Served (if applicable)		
<b>Dollar Amounts by Funding Source:</b>		
<u>CITY of AUSTIN amount</u>	<u>ALL OTHER Sources amount</u>	<u>TOTAL</u>
\$	\$	\$

<b>SUBCONTRACTOR #3</b>		
Name of Subcontractor		
Term of Subcontract (mm/dd/yyyy)	Start date:	End date:
Services to be Subcontracted		
Number of Clients to be Served (if applicable)		
<b>Dollar Amounts by Funding Source:</b>		
<u>CITY of AUSTIN amount</u>	<u>ALL OTHER Sources amount</u>	<u>TOTAL</u>
\$	\$	\$

*(If needed for additional subcontracts, copy blocks above to a new page and re-number them accordingly)*

**Section 0650**  
**Program Budget and Narrative**

*Program Budget Narrative*

Add details to describe the proposed City expenses from your Program Budget form.  
Explanations for the "Other Sources" line items are not required.

PERSONNEL	NARRATIVE/ Descriptions
1. Salaries and Benefits	15% Salary and Benefit reimbursement for 40 staff positions essential to providing hunger relief to City of Austin residents.
<b>OPERATING EXPENSES</b>	
2. General Operating Expenses	
3. Consultants/ Contractuals	
4. Staff Travel - <u>OUT of Travis County</u>	
5. Conferences/Seminars/ Training - <u>OUT of Travis County</u>	
<b>DIRECT ASSISTANCE</b>	
6. Food/Beverage for Clients	
7. Financial Assistance for Clients	
8. Other Direct Assistance (must specify)	
<b>CAPITAL OUTLAY</b>	
9. <u>Capital Outlay</u> (must specify)	

### Section 0655 Program Funding Summary

In *last column*, insert the twelve (12) month funding amount for your proposed program into the corresponding cell. Next clearly list all of your other funding sources for this program, with their corresponding program periods and amounts. Also ensure that the Total Program Funding in the bottom right cell is calculated correctly.

Funding Sources	Grant/Contract Name	Funding Period Start <i>(mm/dd/yyyy)</i>	Funding Period End <i>(mm/dd/yyyy)</i>	Funding Amount
City of Austin	Social Services Contract	10/01/2015	09/30/2016	\$324,353
<b>FUNDING AMOUNT TOTAL:</b>				<b>\$324,353</b>

Section 0835: Non-Resident Bidder Provisions

Company Name: Capital Area Food Bank of Texas, Inc.

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: Resident Bidder

- (1) Texas Resident Bidder- A Bidder whose principal place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.  
(2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder is a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: N/A Which State: \_\_\_\_\_

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: N/A

Solicitation No. RFP EAD0116



**TO:** Veronica Lara, Director  
Department of Small and Minority Business Resources

**FROM:** Erin D'Vincent, Senior Buyer

**DATE:** January 15, 2014

**SUBJECT:** Request for Determination of Goals for Solicitation No. EAD0116

Project Name: Self Sufficiency Social Services

Commodity

Code(s): 95243

Estimated Value: \$16,000,000

**Below are scopes of work for this project as determined by the Purchasing Office and Department that are contained in this solicitation.**

The Departmental Point of Contact is: Robert Kingham

at Phone: 972-5026

Per paragraph 8.2.1 of the Rules Governing the Minority and Women Owned Business Enterprise Procurement Program, please determine the use of goals by completing and returning the below endorsement. If you have questions, please call me at 972-4017

       **Approved w/ Goals**

  X   **Approved, w/out Goals**

Recommend the use of the following goals based on the below reasons:

a. Goals:        % MBE        % WBE

b. Subgoals        % African American        % Hispanic

       % Native/Asian American        % WBE

This determination is based on the following reasons:

work.

Insufficient scopes of

Veronica Lara

Veronica Lara, Director

Date: 1-21-14

cc: Lorena Resendiz